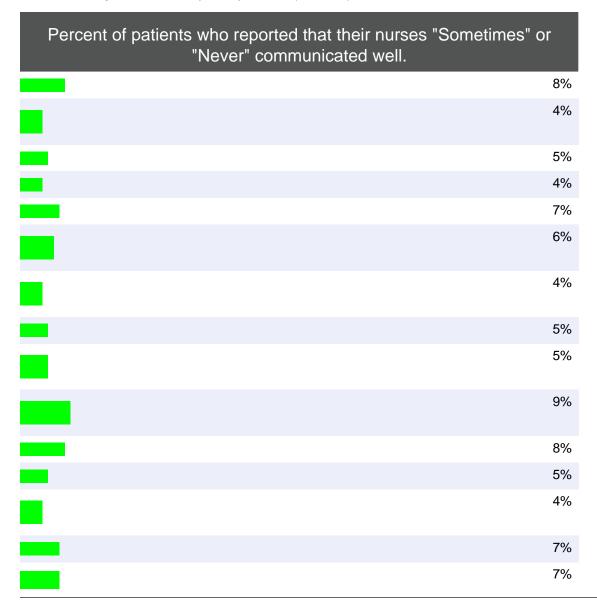
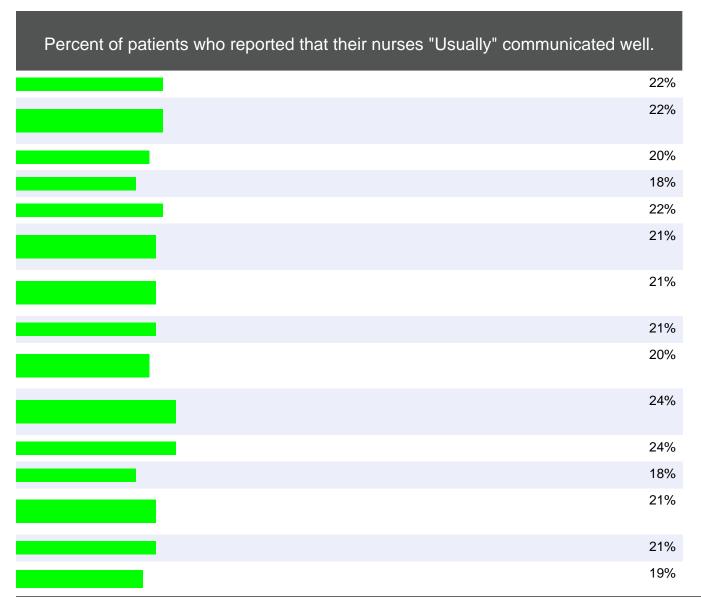
| | Provider Number | Hospital Name | County Name |
|--------|-----------------|--|-------------|
| 030001 | | MARYVALE HOSPITAL | MARICOPA |
| 030002 | | BANNER GOOD SAMARITAN MEDICAL CENTER | MARICOPA |
| 030006 | | TUCSON MEDICAL CENTER | PIMA |
| 030007 | | VERDE VALLEY MEDICAL CENTER | YAVAPAI |
| 030010 | | CARONDELET ST MARYS HOSPITAL | PIMA |
| 030011 | | CARONDELET ST JOSEPHS HOSPITAL | PIMA |
| 030012 | | YAVAPAI REGIONAL MEDICAL CENTER | YAVAPAI |
| 030013 | | YUMA REGIONAL MEDICAL CENTER | YUMA |
| 030014 | | JOHN C LINCOLN NORTH MOUNTAIN HOSPITAL | MARICOPA |
| 030016 | | CASA GRANDE REGIONAL MEDICAL CENTER | PINAL |
| 030022 | | MARICOPA MEDICAL CENTER | MARICOPA |
| 030023 | | FLAGSTAFF MEDICAL CENTER | COCONINO |
| 030024 | | ST JOSEPH'S HOSPITAL AND MEDICAL CENTER | MARICOPA |
| 030030 | | PHOENIX BAPTIST HOSPITAL | MARICOPA |
| 030033 | | PAYSON REGIONAL MEDICAL | GILA |

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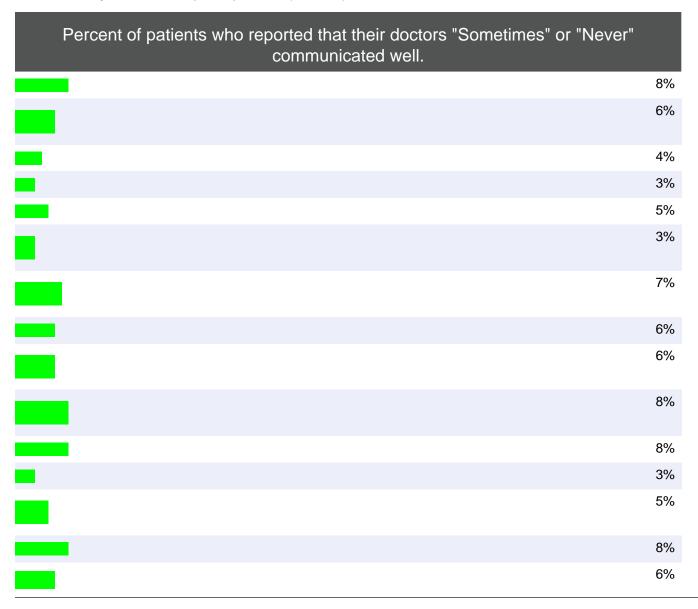
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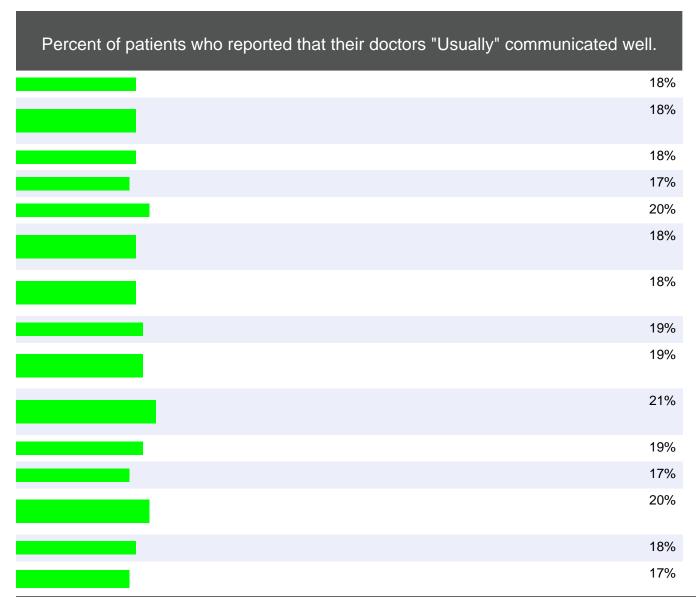
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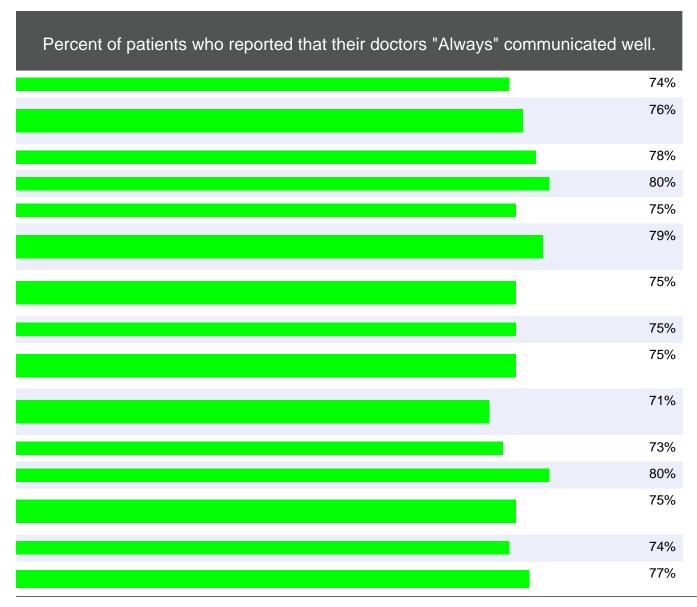
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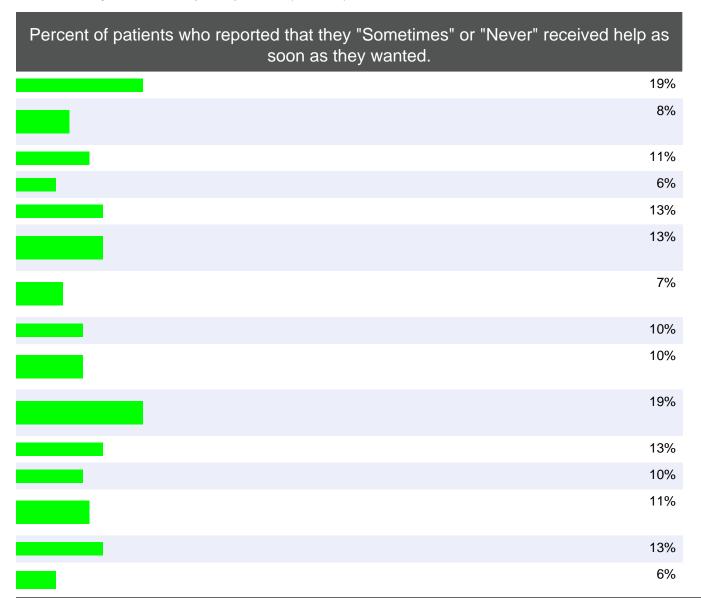
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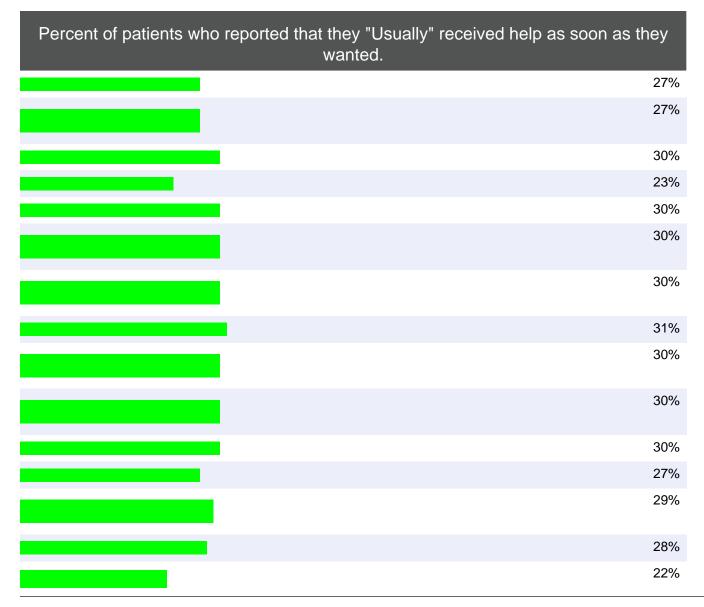
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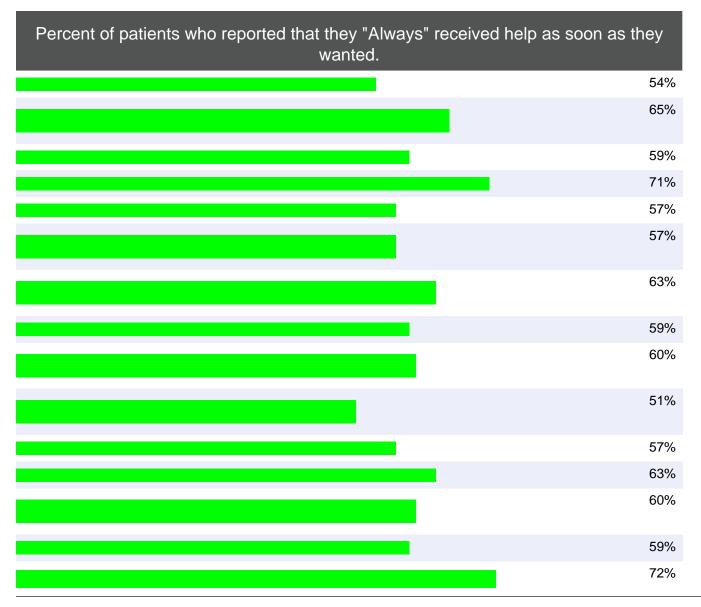
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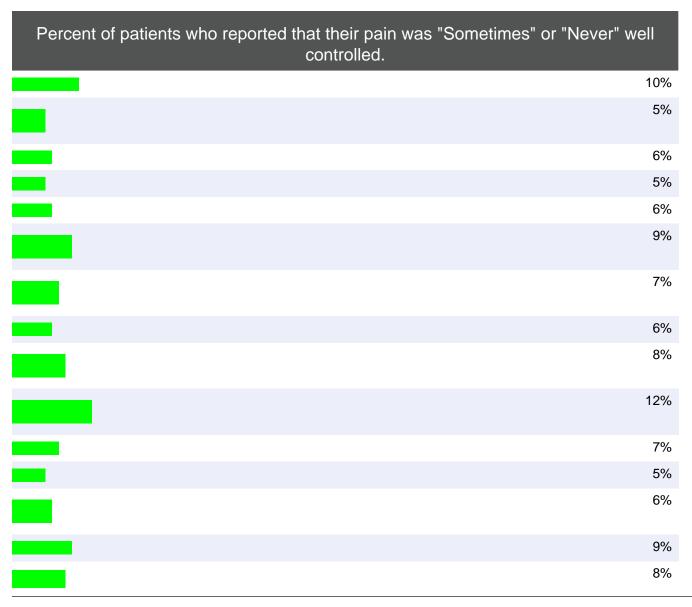
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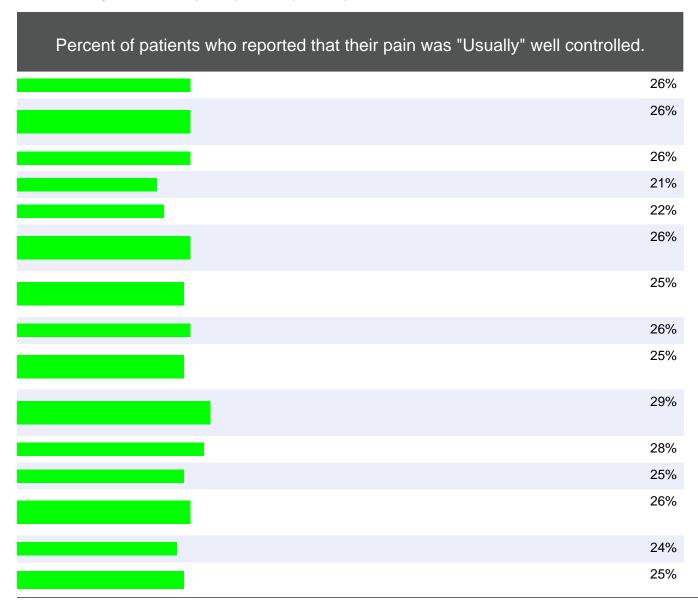
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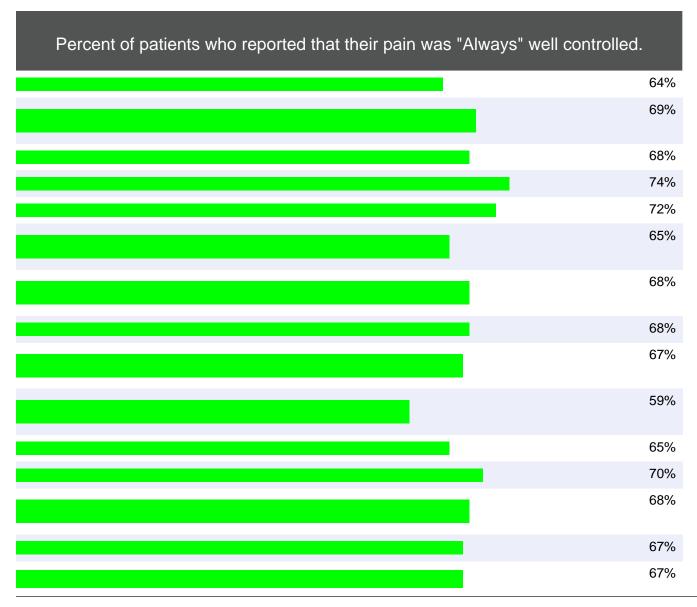
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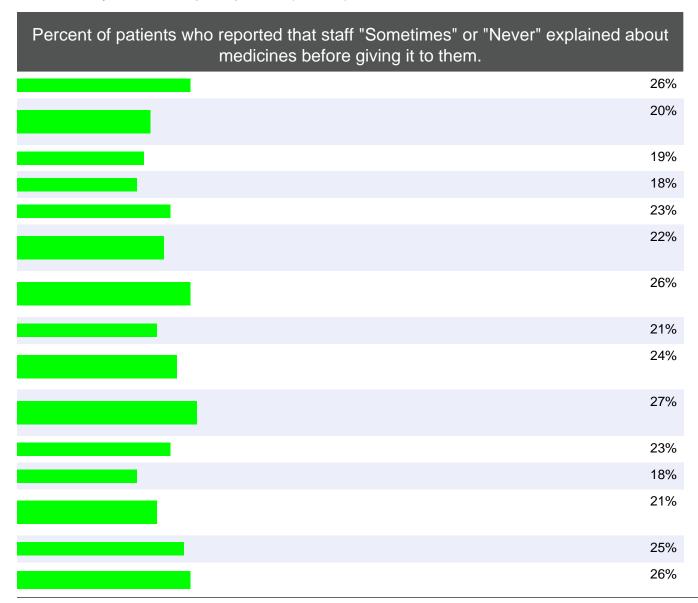
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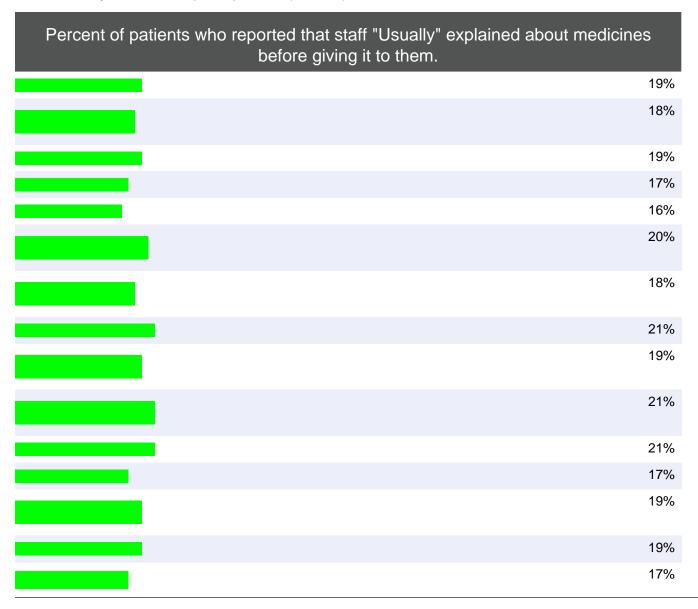
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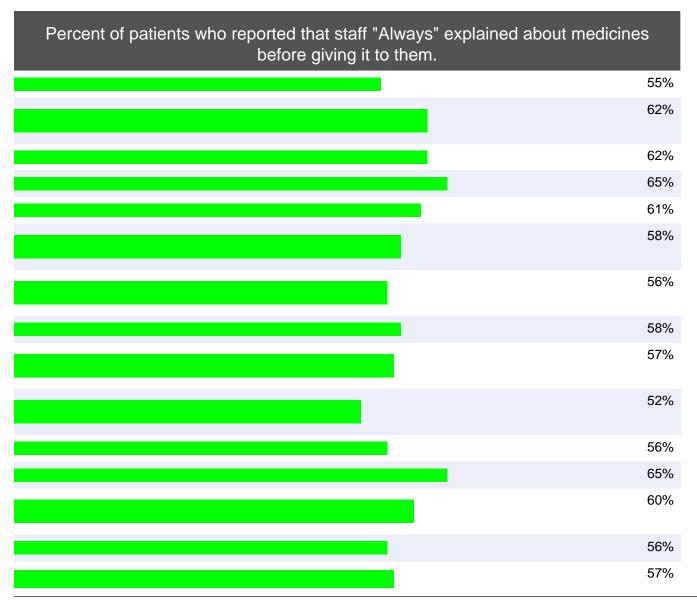
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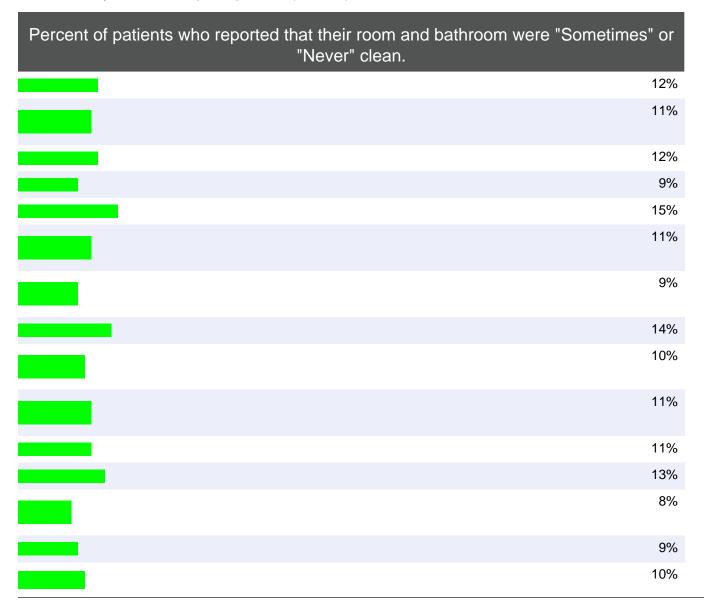
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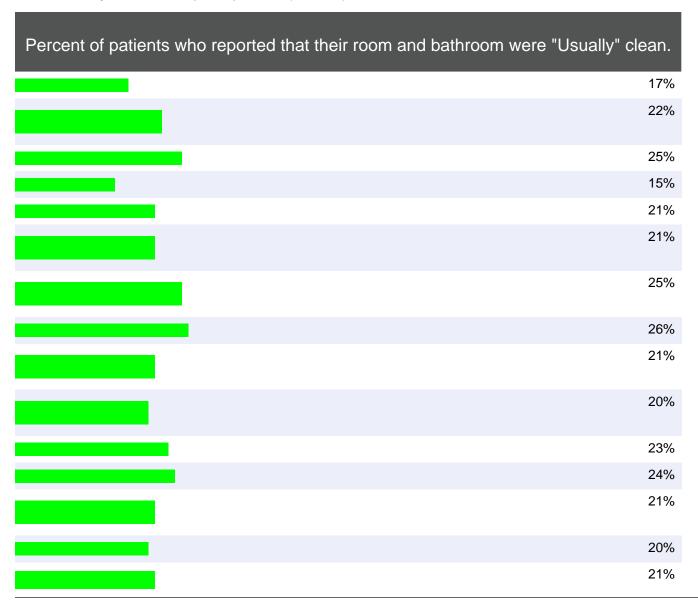
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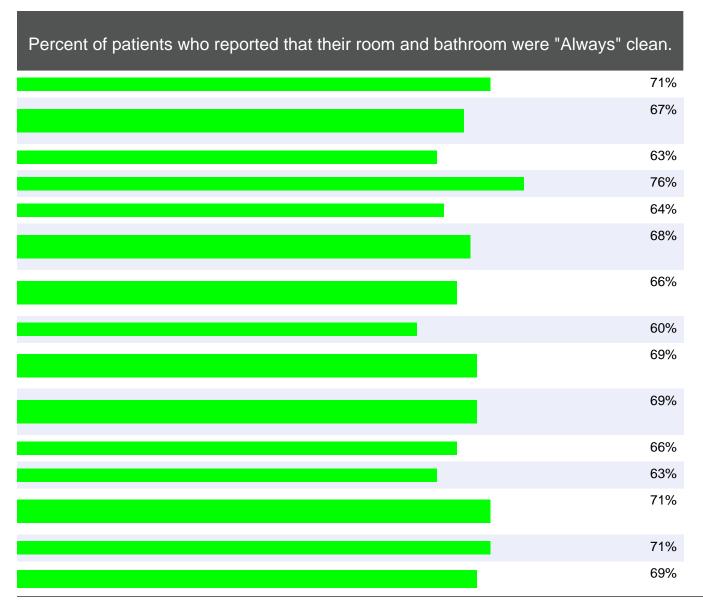
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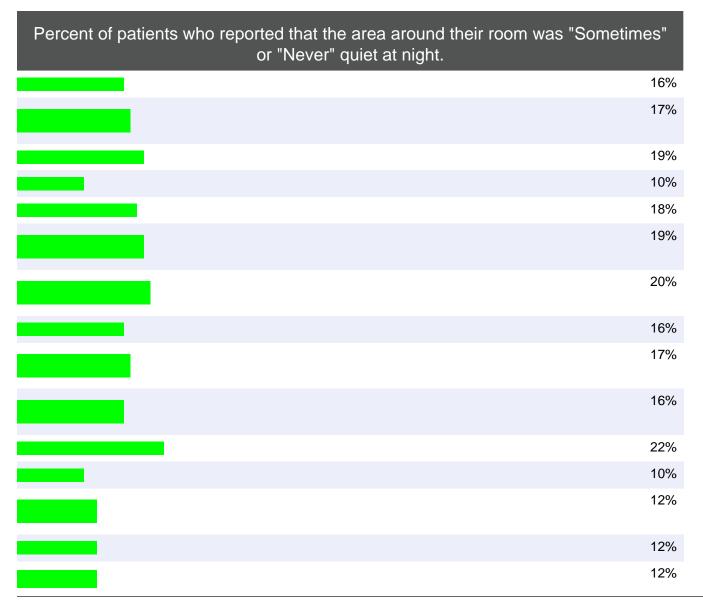
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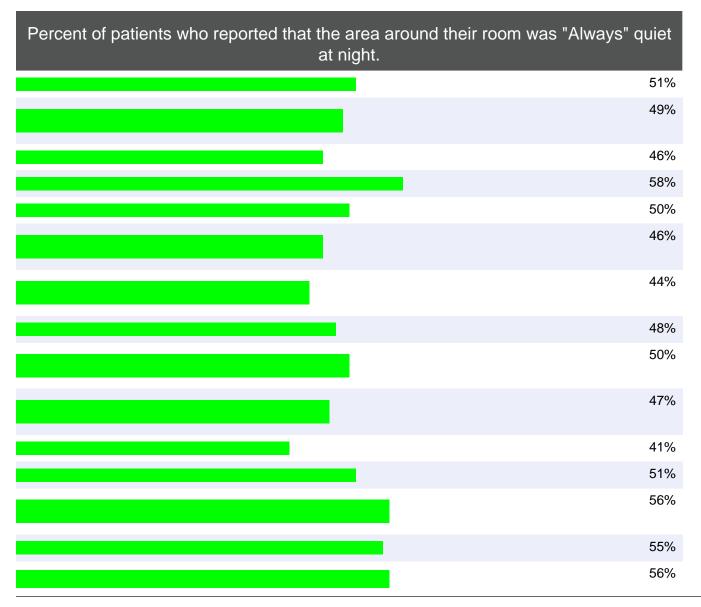
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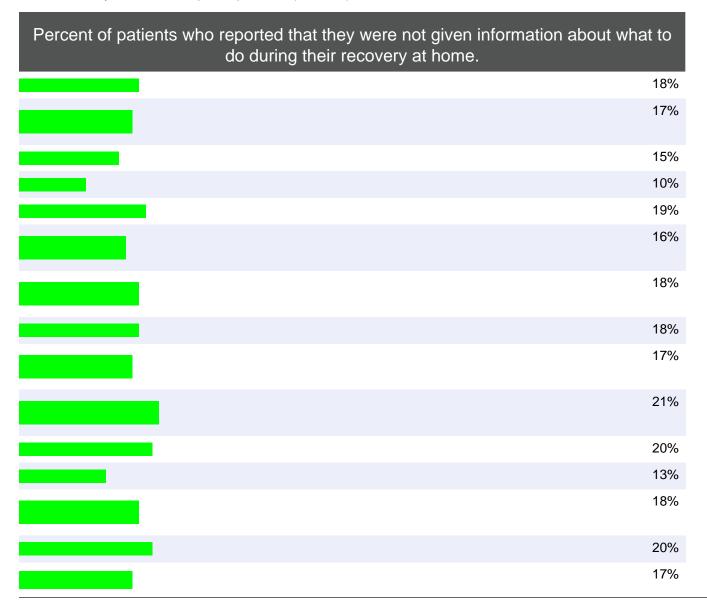
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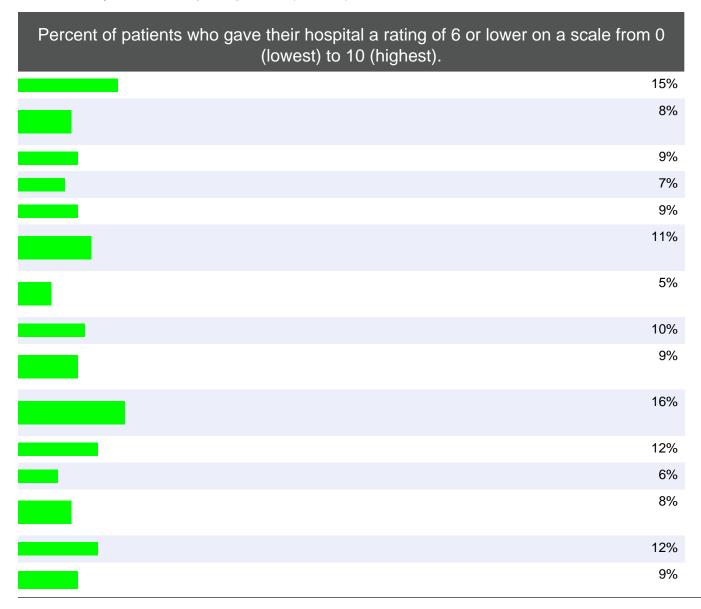
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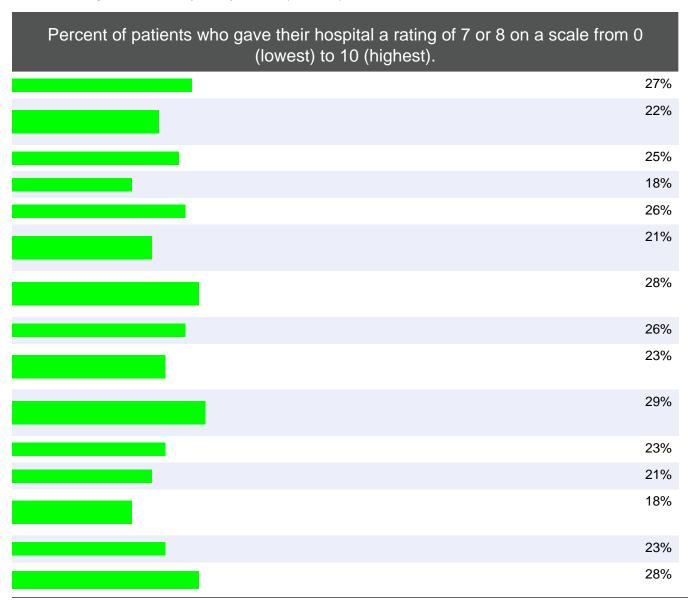
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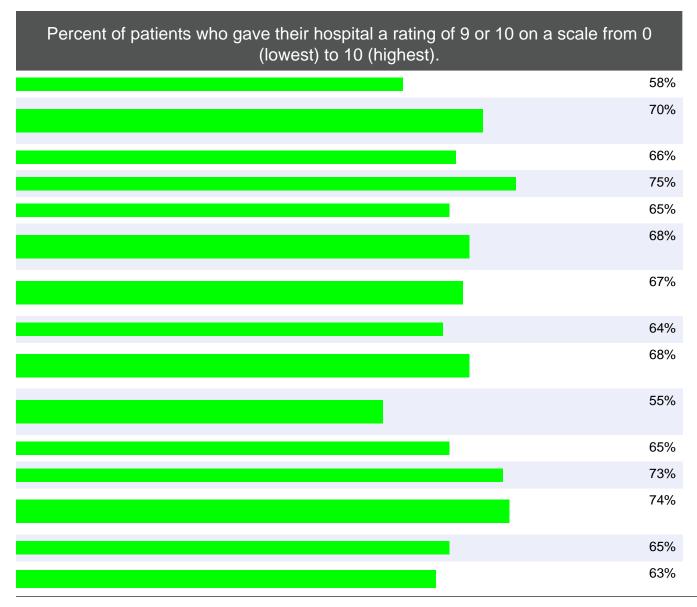
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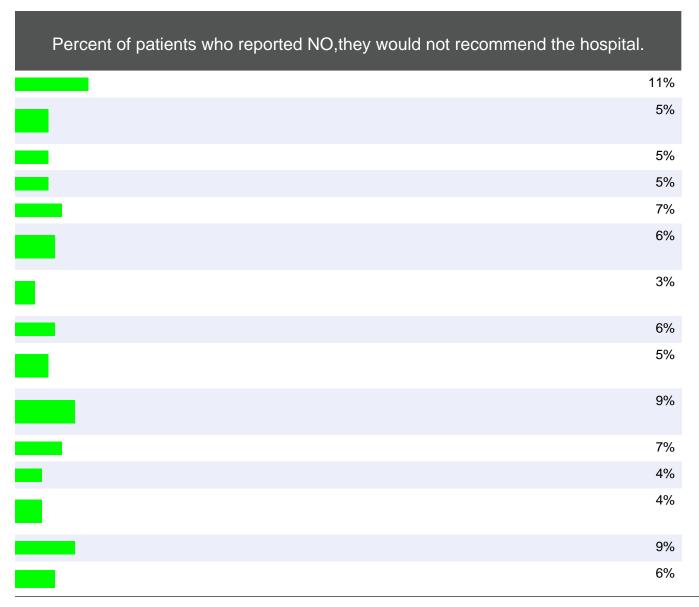
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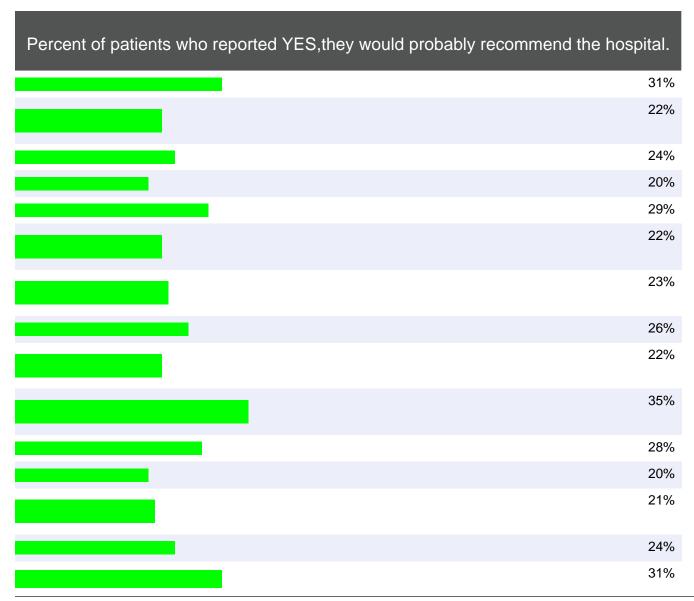
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| Number of Completed Surveys | | | | |
|-----------------------------|--|--|--|--|
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |
| 300 or more | | | | |

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| Survey Response Rate Percent | | Hospital Footnote |
|------------------------------|-----|---|
| | 19% | |
| | 22% | |
| | 34% | |
| | 30% | |
| | 33% | |
| | 36% | |
| | 40% | |
| | 34% | |
| | 27% | There were discrepancies in the data collection process |
| | 25% | |
| | 14% | |
| | 30% | |
| | 21% | |
| | 26% | |
| | 31% | |

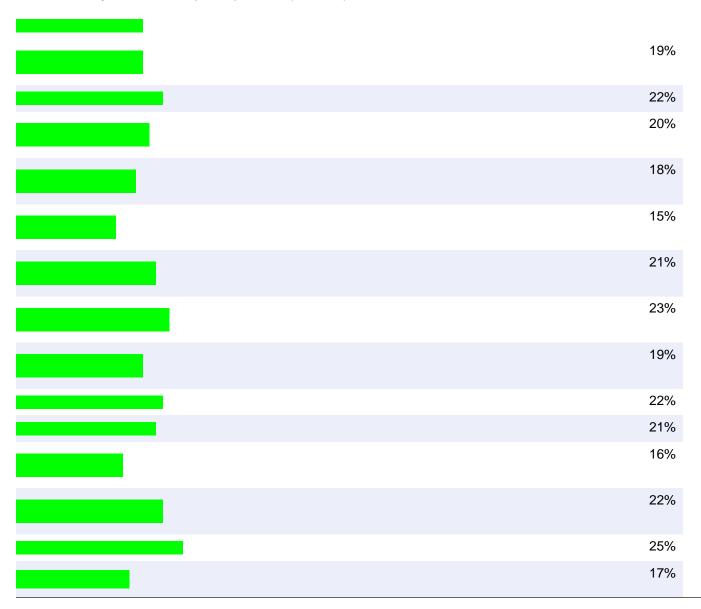
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| | CENTER | |
|--------|---|----------|
| 030036 | CHANDLER REGIONAL MEDICAL CENTER | MARICOPA |
| 030037 | ST LUKES MEDICAL CENTER | MARICOPA |
| 030038 | SCOTTSDALE HEALTHCARE- OSBORN MEDICAL CENTER | MARICOPA |
| 030043 | SIERRA VISTA REGIONAL HEALTH CENTER INC | COCHISE |
| 030055 | KINGMAN REGIONAL MEDICAL CENTER | MOHAVE |
| 030061 | BANNER BOSWELL MEDICAL CENTER | MARICOPA |
| 030062 | SUMMIT HEALTHCARE REGIONAL MEDICAL CENTER | NAVAJO |
| 030064 | UNIVERSITY OF ARIZONA MEDICAL CTR-UNIVERSITY, THE | PIMA |
| 030065 | BANNER DESERT MEDICAL CENTER | MARICOPA |
| 030067 | LA PAZ REGIONAL HOSPITAL | LA PAZ |
| 030068 | MT GRAHAM REGIONAL MEDICAL CENTER | GRAHAM |
| 030069 | HAVASU REGIONAL MEDICAL CENTER | MOHAVE |
| 030071 | FORT DEFIANCE INDIAN HOSPITAL | APACHE |
| 030073 | TUBA CITY REGIONAL HEALTH CARE | COCONINO |

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| 5% |
|-----|
| 7% |
| 5% |
| 4% |
| 3% |
| 3% |
| 4% |
| 5% |
| 5% |
| 4% |
| 3% |
| 8% |
| 10% |
| 4% |

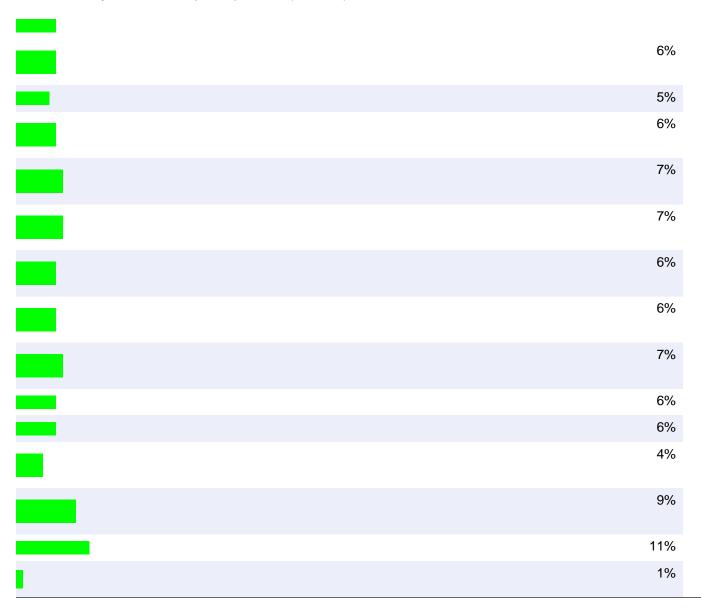
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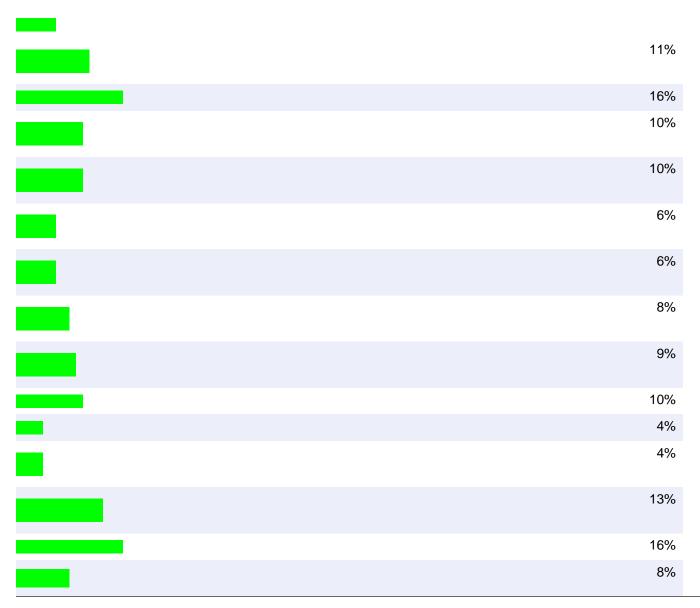
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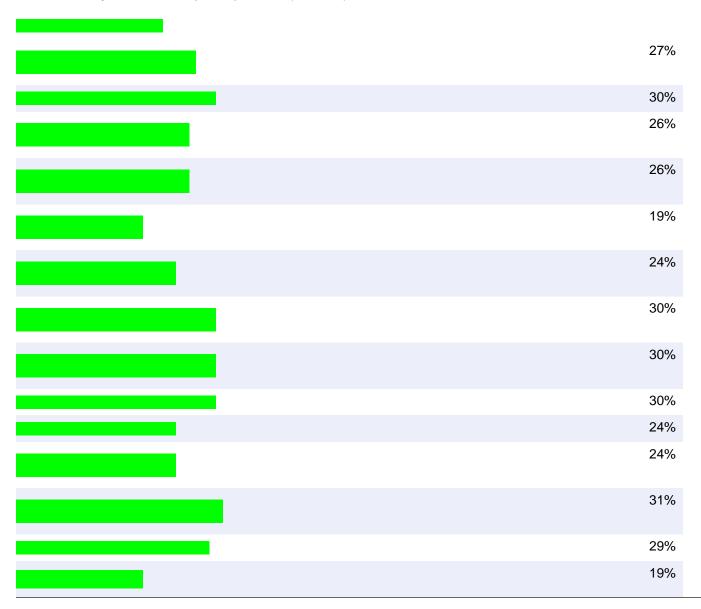
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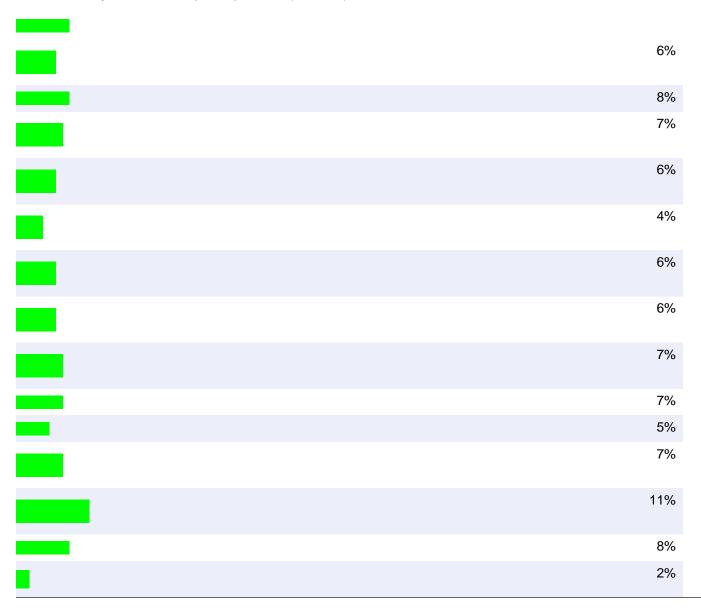
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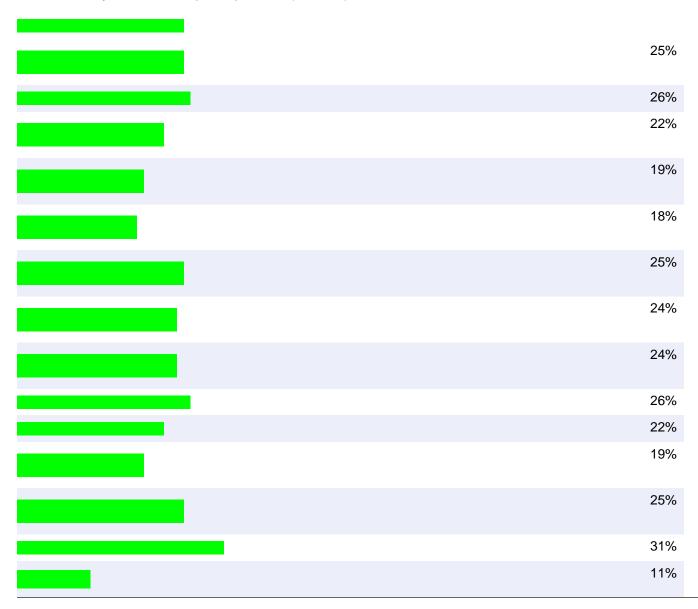
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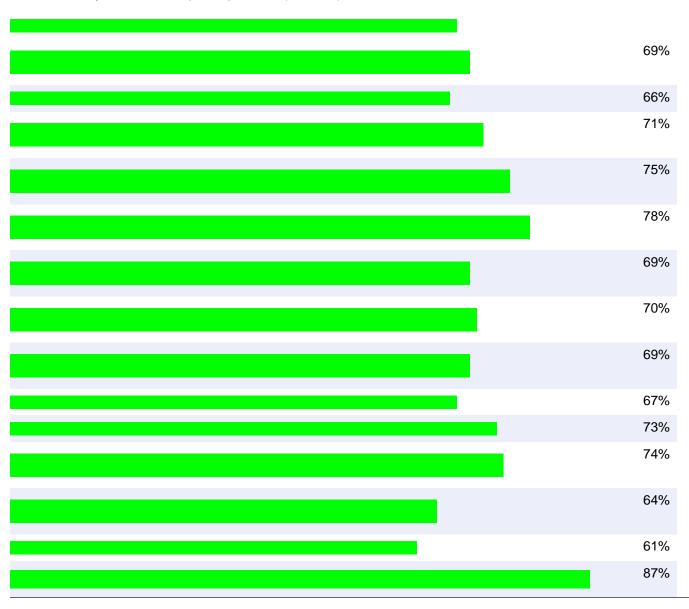
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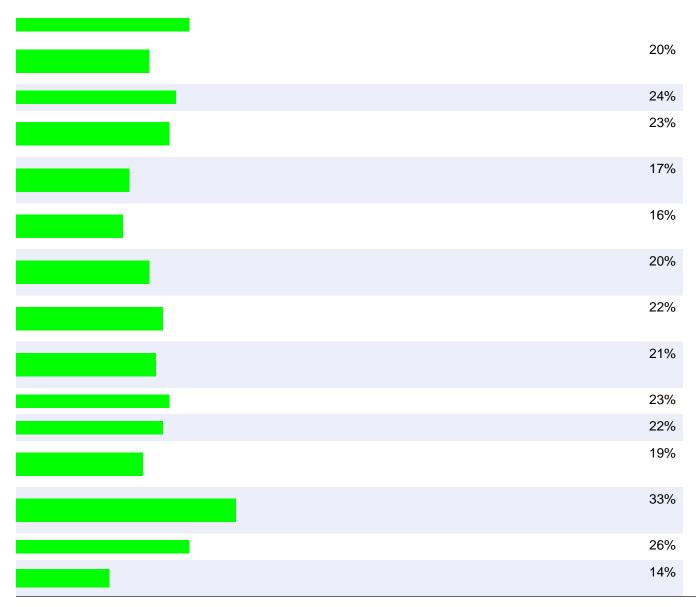
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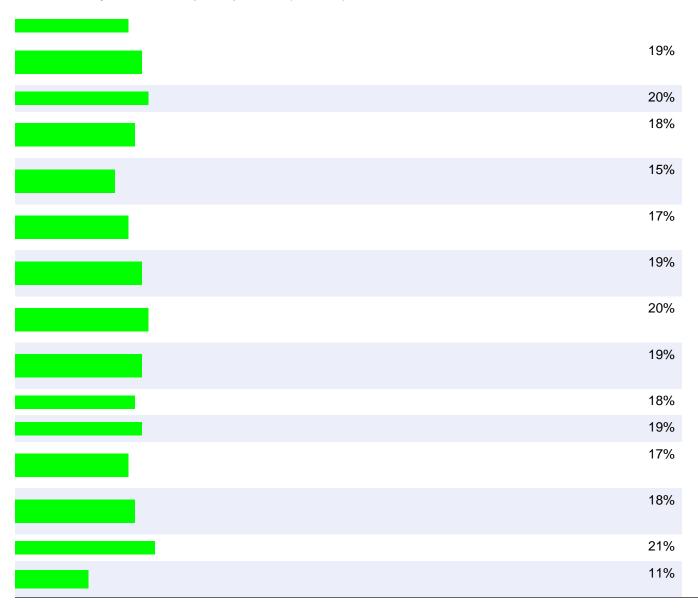
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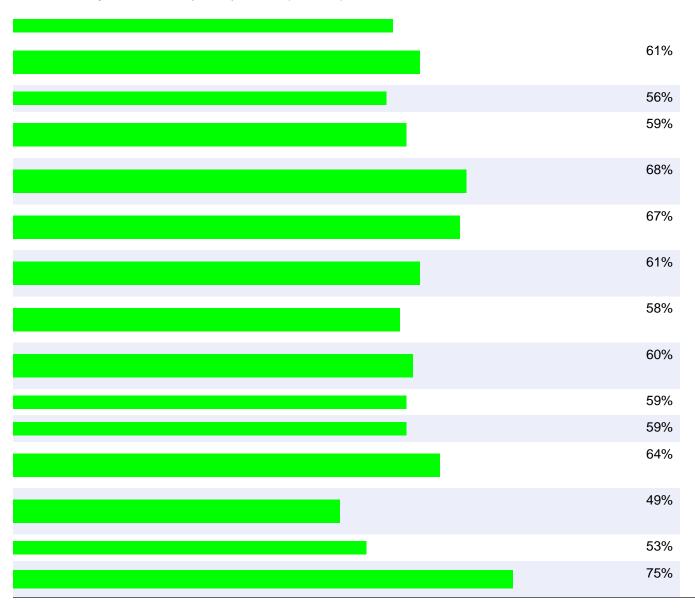
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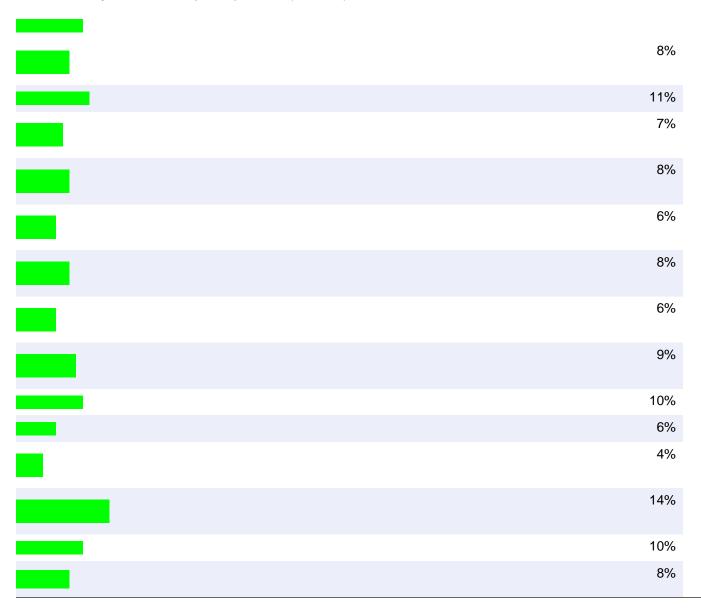
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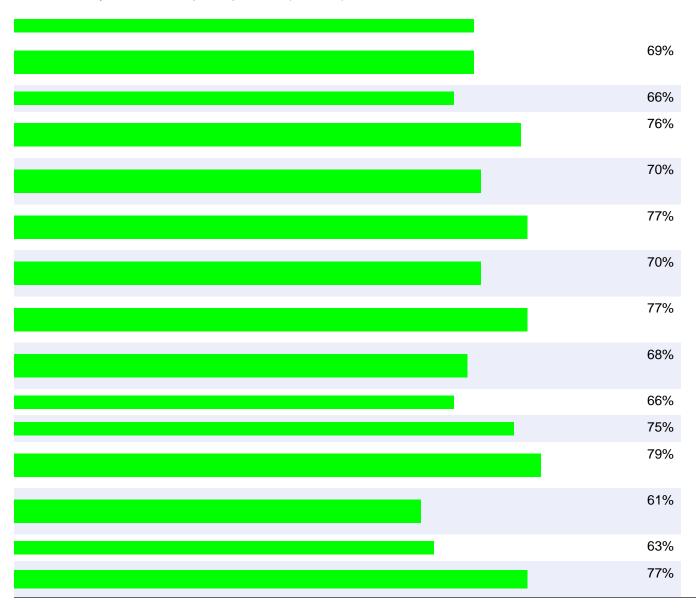
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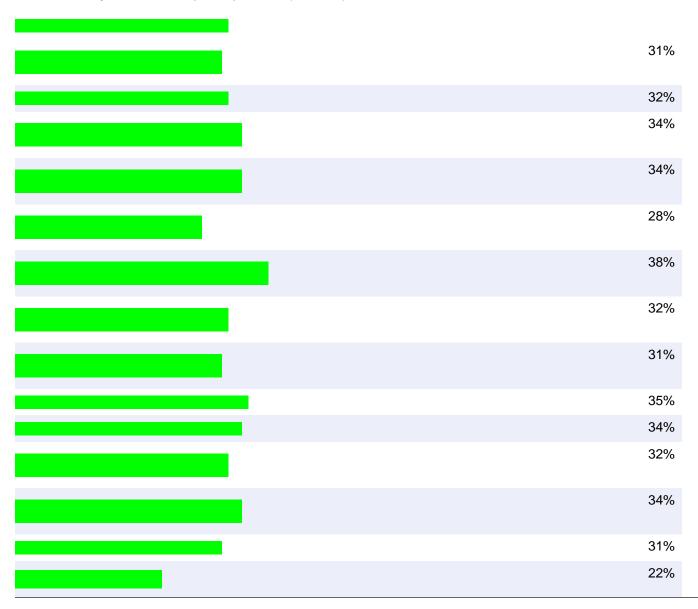
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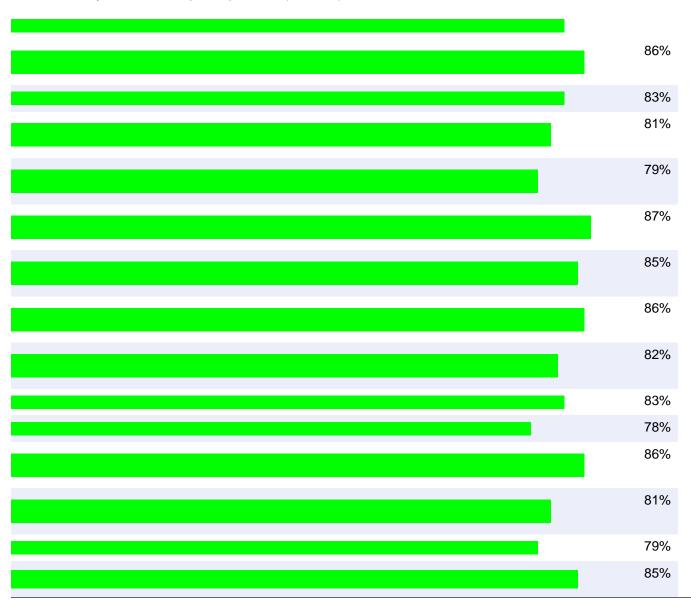
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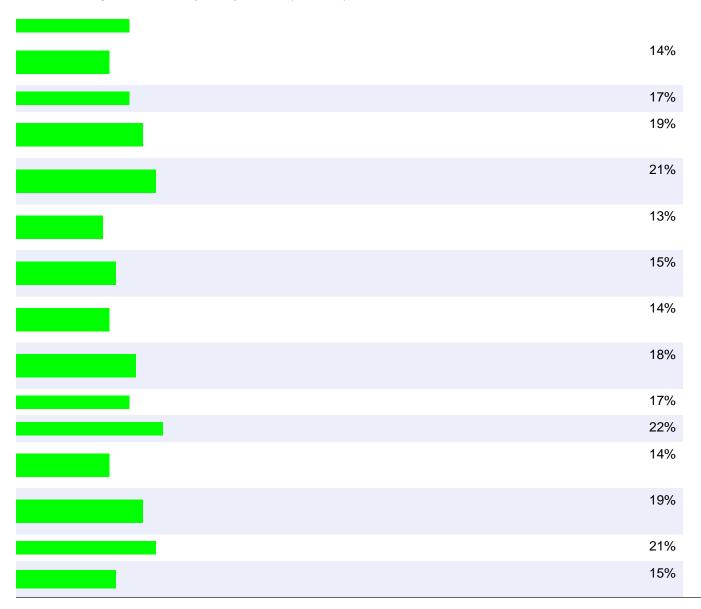
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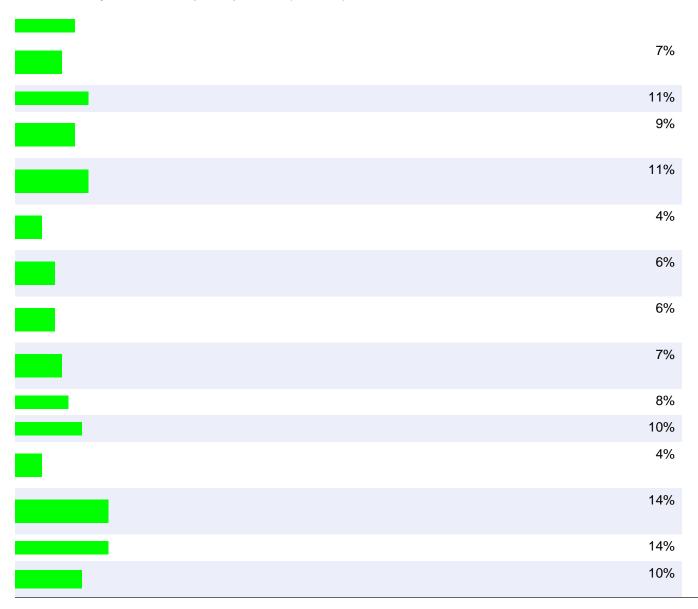
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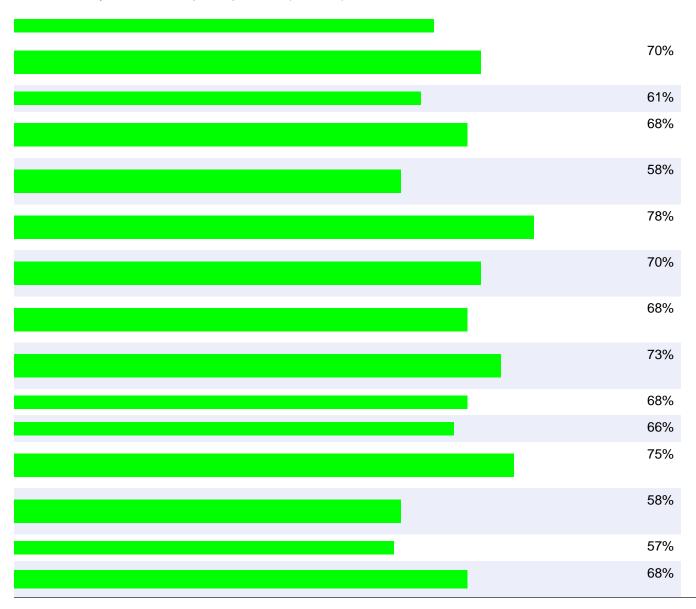
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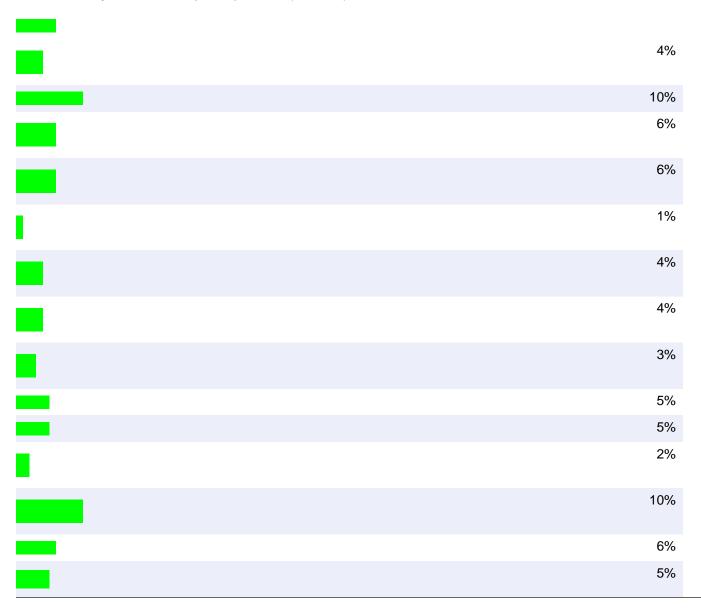
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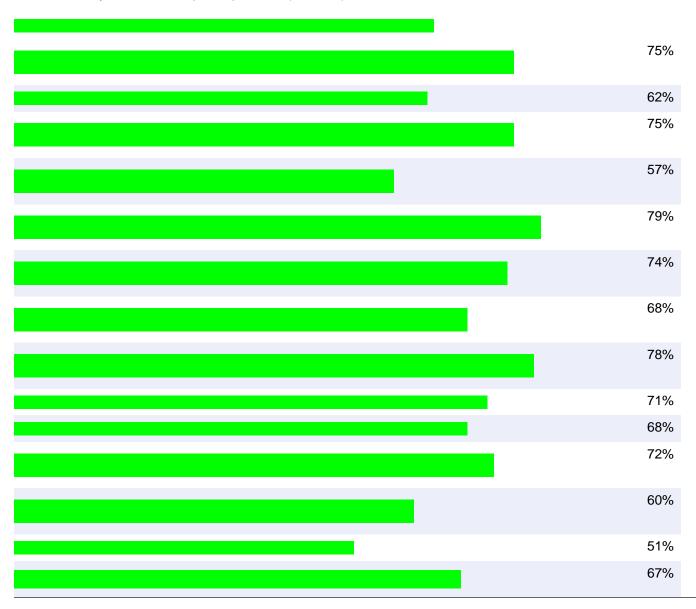
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| 300 or more |
|---------------------|
| 300 or more |
| Between 100 and 299 |
| 300 or more |

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| 6% | |
|-----------------------|--|
| 8% | |
| 2% | |
| 1% There were process | e discrepancies in the data collection |
| 9% | |
| 1% | |
| 5% | |
| 8% | |
| 5% | |
| 0% | |
| 4% | |
| 4% | |
| 4% | |
| 5% There were | e discrepancies in the data collection |

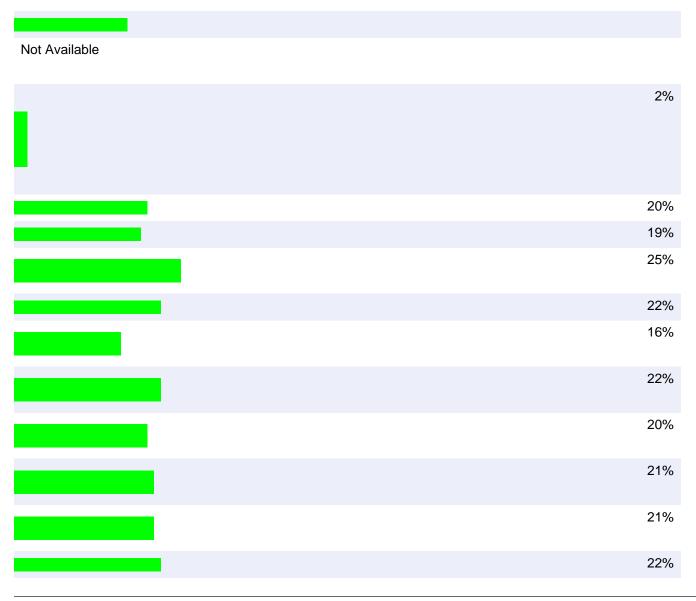
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| | CORPORATION | |
|--------|--|----------|
| 030074 | SELLS INDIAN HEALTH SERVICE HOSPITAL | PIMA |
| 030077 | SAN CARLOS INDIAN HOSPITAL | GILA |
| 030078 | PHOENIX INDIAN MEDICAL CENTER | MARICOPA |
| 030083 | PARADISE VALLEY HOSPITAL | MARICOPA |
| 030084 | CHINLE COMPREHENSIVE HEALTH CARE FACILITY | APACHE |
| 030085 | NORTHWEST MEDICAL CENTER | PIMA |
| 030087 | SCOTTSDALE HEALTHCARE-SHEA MEDICAL CENTER | MARICOPA |
| 030088 | BANNER BAYWOOD MEDICAL CENTER | MARICOPA |
| 030089 | BANNER THUNDERBIRD MEDICAL CENTER | MARICOPA |
| 030092 | JOHN C LINCOLN DEER VALLEY HOSPITAL | MARICOPA |
| 030093 | BANNER DEL E WEBB MEDICAL CENTER | MARICOPA |
| 030094 | ARROWHEAD HOSPITAL | MARICOPA |
| | | |

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| Not Available | |
|---------------|----|
| | 0% |
| | 6% |
| | 7% |
| | 9% |
| | 5% |
| | 5% |
| | 4% |
| | 6% |
| | 5% |
| | 6% |
| | 5% |

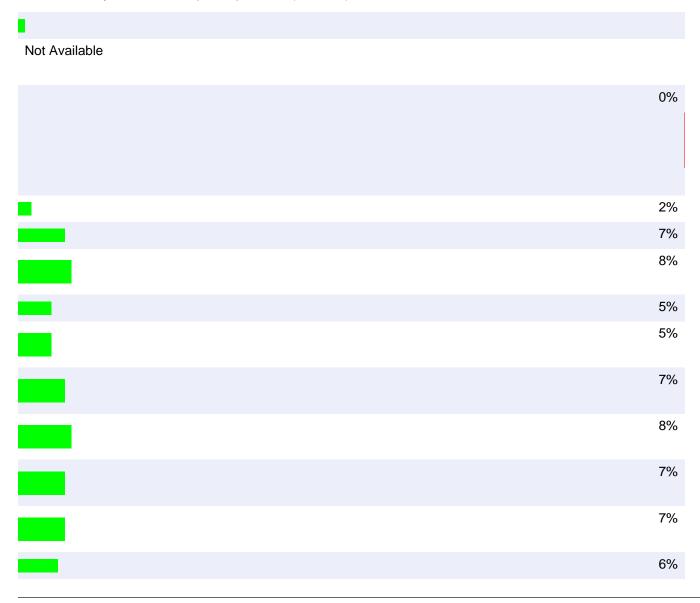
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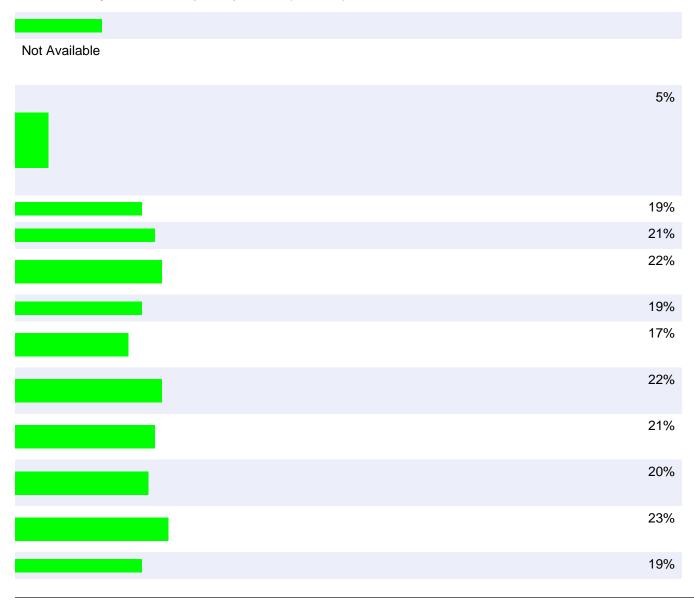
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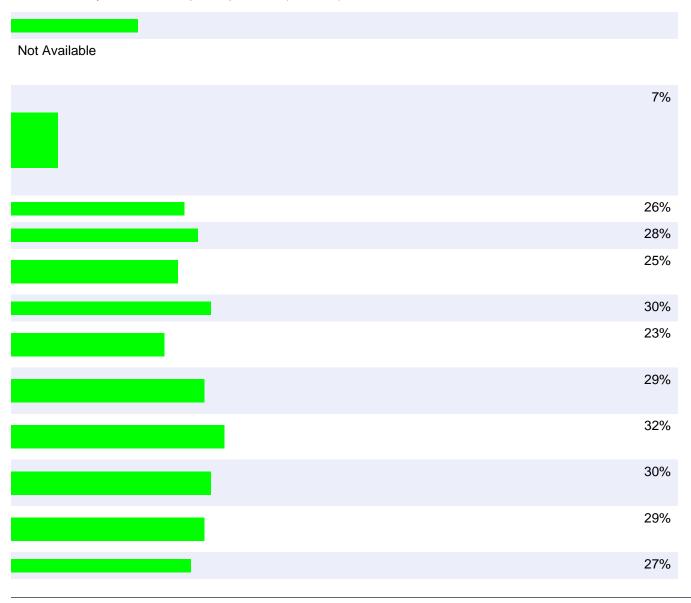
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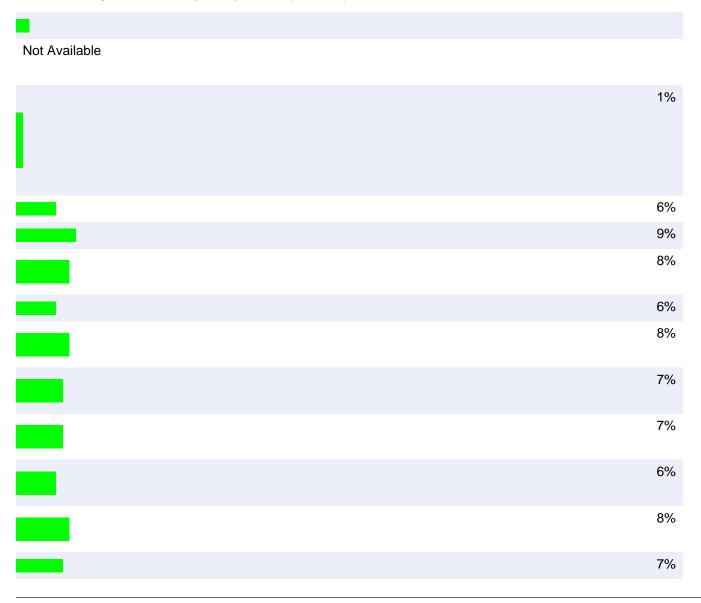
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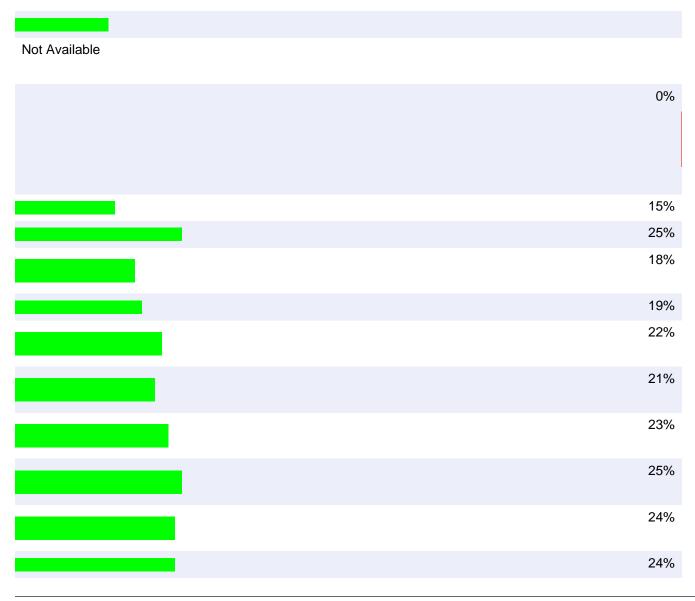
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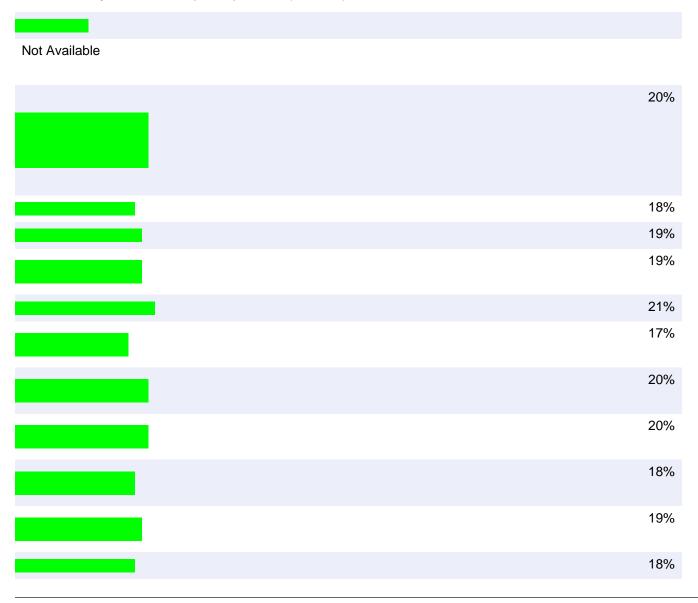
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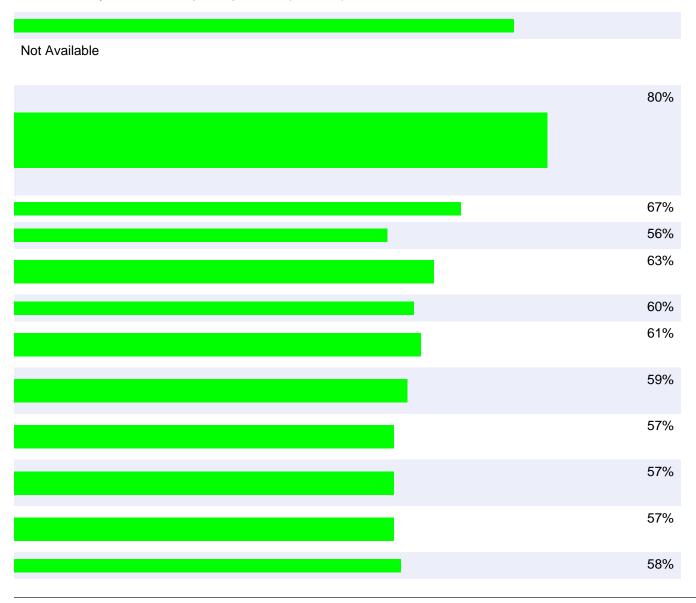
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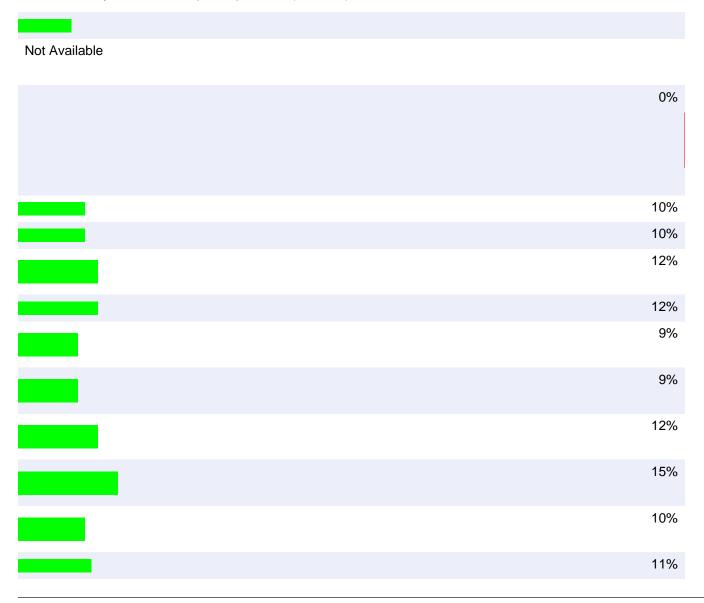
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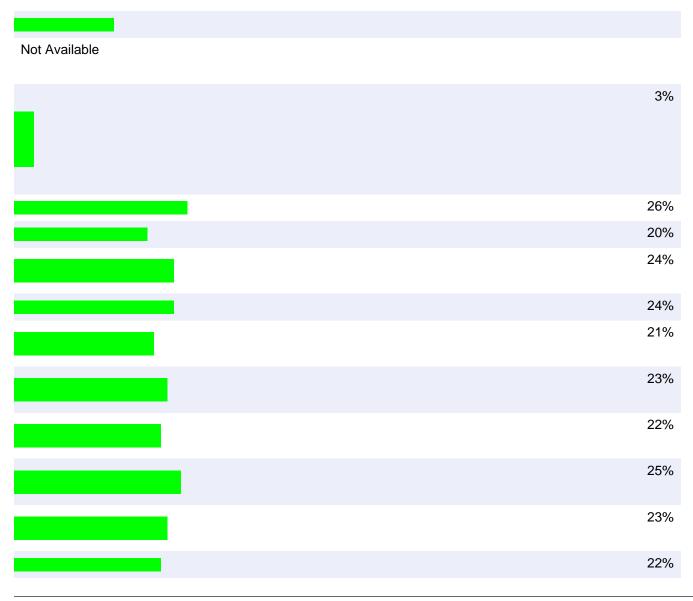
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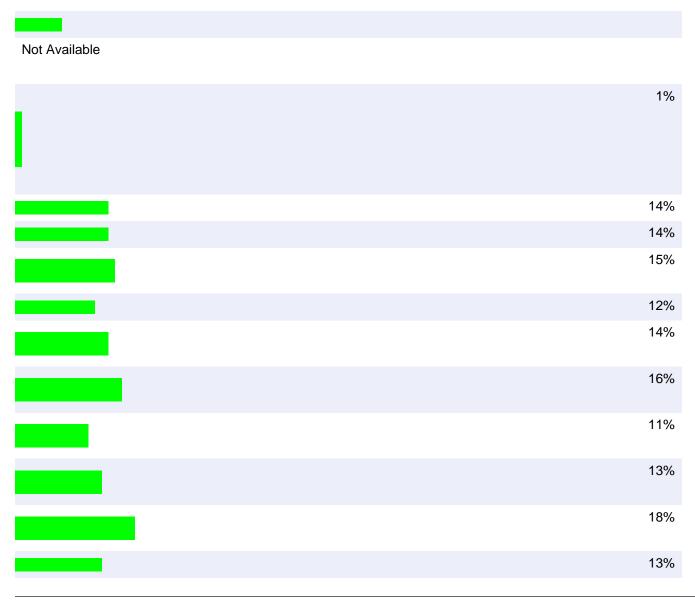
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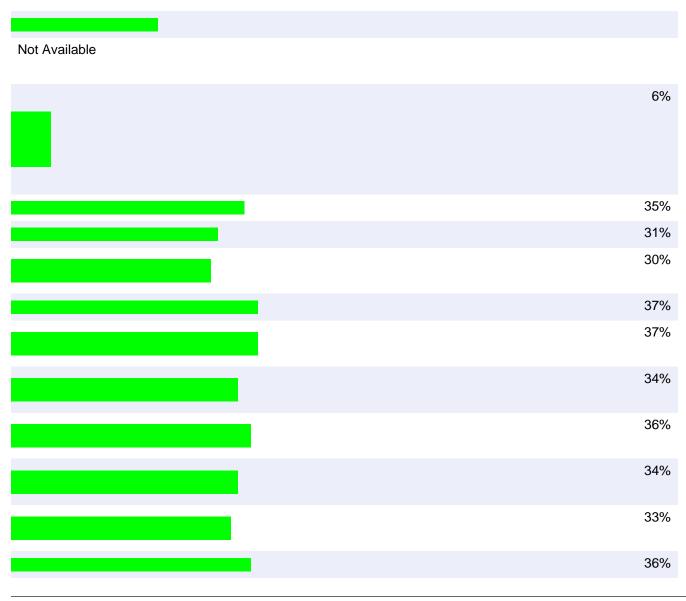
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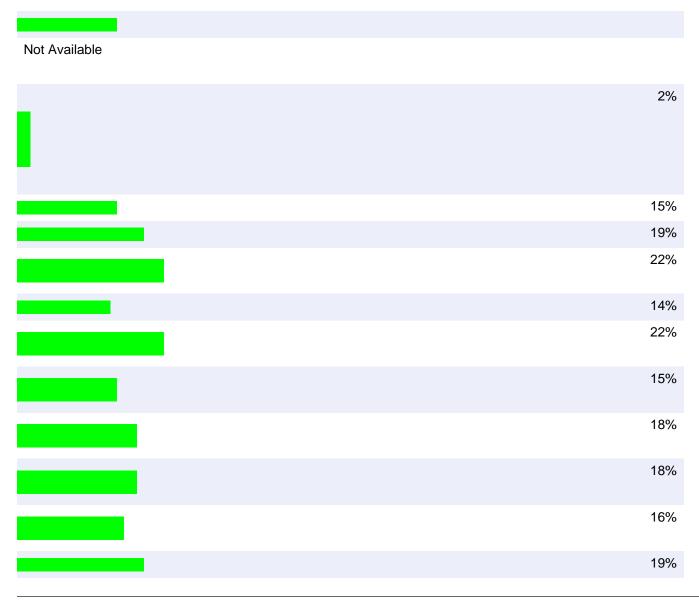
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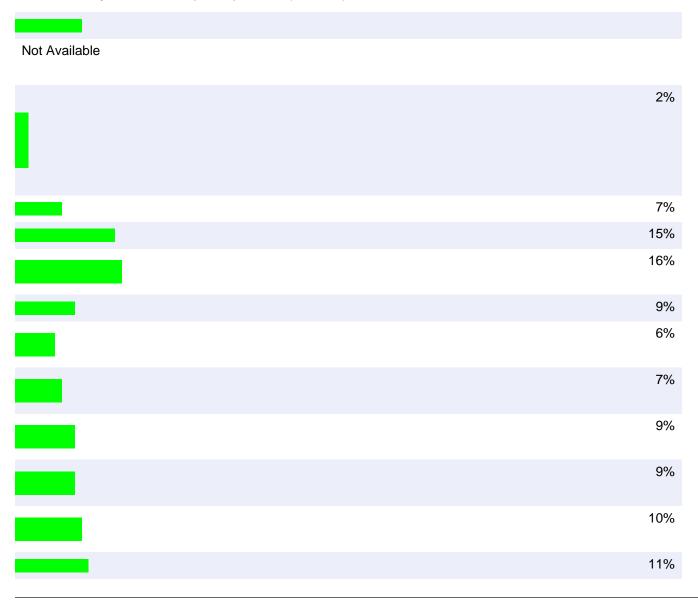
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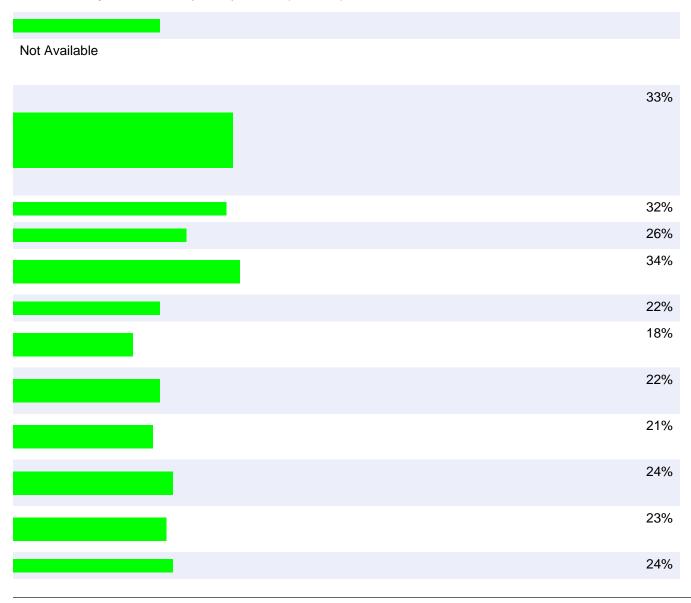
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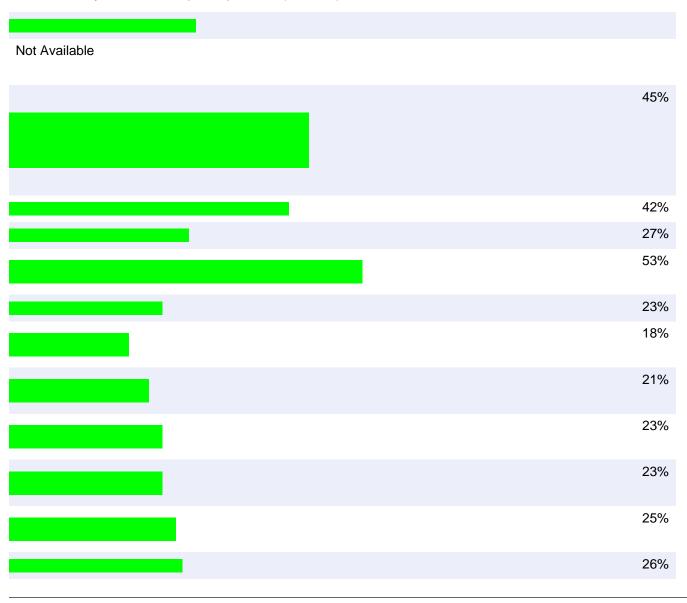
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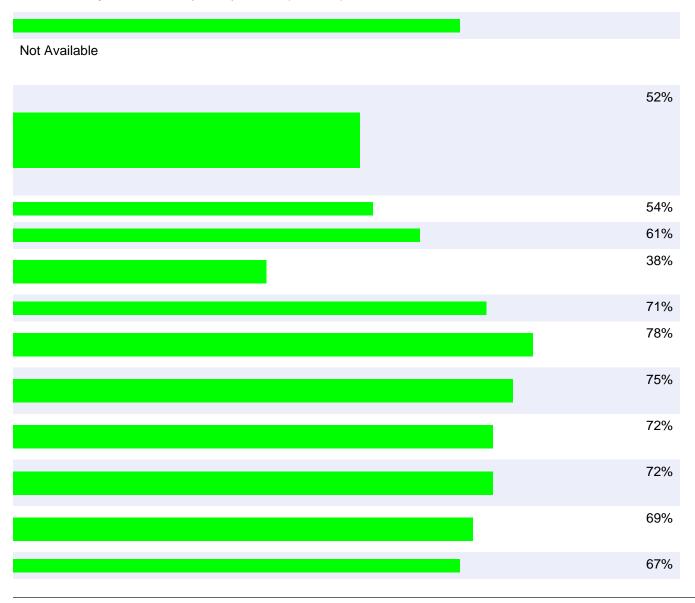
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| Not Available |
|---------------------|
| Fewer than 100 |
| 300 or more |
| 300 or more |
| Between 100 and 299 |
| 300 or more |

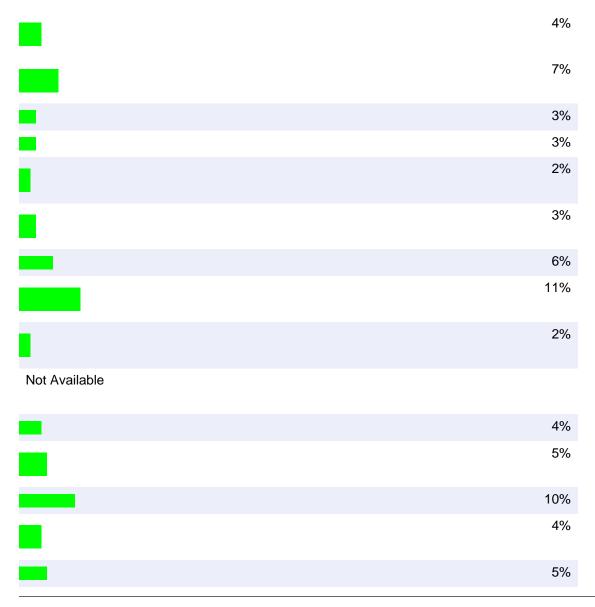
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| | | process |
|---------------|-----|---|
| Not Available | | Survey results are not available for this reporting period |
| | 79% | Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance |
| | 35% | |
| | 29% | |
| | 13% | |
| | 29% | |
| | 41% | |
| | 33% | |
| | 23% | |
| | 28% | There were discrepancies in the data collection process |
| | 39% | |
| | 34% | |
| | | |

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| 030100 | CARONDELET HEART AND VASCULAR INSTITUTE | PIMA |
|--------|---|----------|
| 030101 | WESTERN ARIZONA REGIONAL MEDICAL CTR | MOHAVE |
| 030103 | MAYO CLINIC HOSPITAL | MARICOPA |
| 030105 | BANNER HEART HOSPITAL | MARICOPA |
| 030107 | ARIZONA SPINE AND JOINT HOSPITAL | MARICOPA |
| 030108 | SURGICAL SPECIALTY HOSPITAL OF ARIZONA | MARICOPA |
| 030110 | WEST VALLEY HOSPITAL | MARICOPA |
| 030111 | UNIVERSITY OF ARIZONA MEDICAL CTR- SOUTH CAM, THE | PIMA |
| 030112 | ARIZONA ORTHOPEDIC SURGICAL HOSPITAL | MARICOPA |
| 030113 | WHITERIVER PHS INDIAN HOSPITAL | NAVAJO |
| 030114 | ORO VALLEY HOSPITAL | PIMA |
| 030115 | BANNER ESTRELLA MEDICAL CENTER | MARICOPA |
| 030117 | VALLEY VIEW MEDICAL CENTER | MOHAVE |
| 030118 | YAVAPAI REGIONAL MEDICAL CENTER-EAST | YAVAPAI |
| 030119 | MERCY GILBERT MEDICAL CENTER | MARICOPA |

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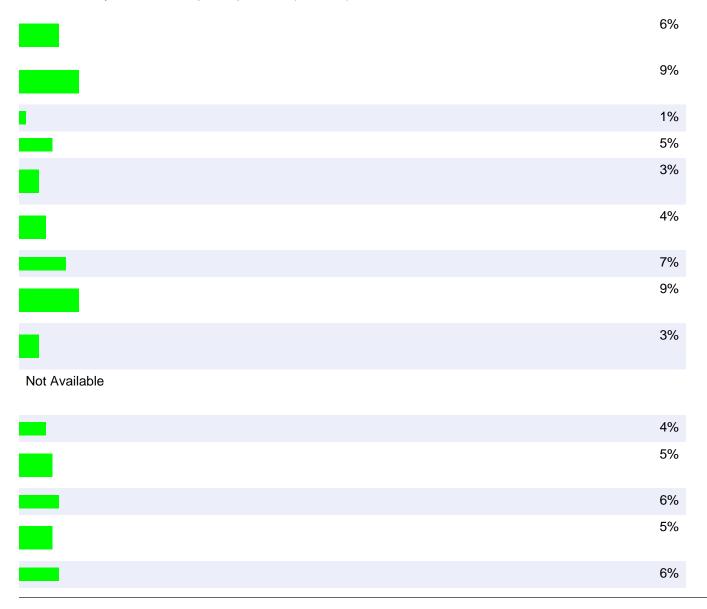
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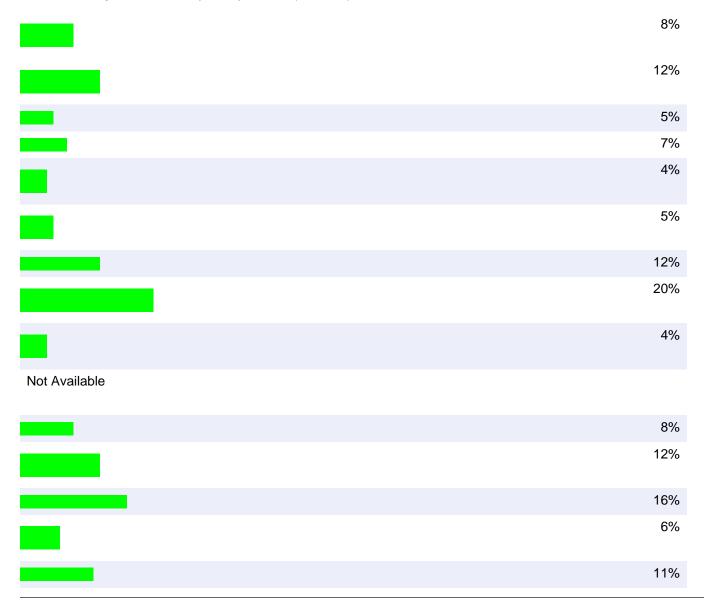
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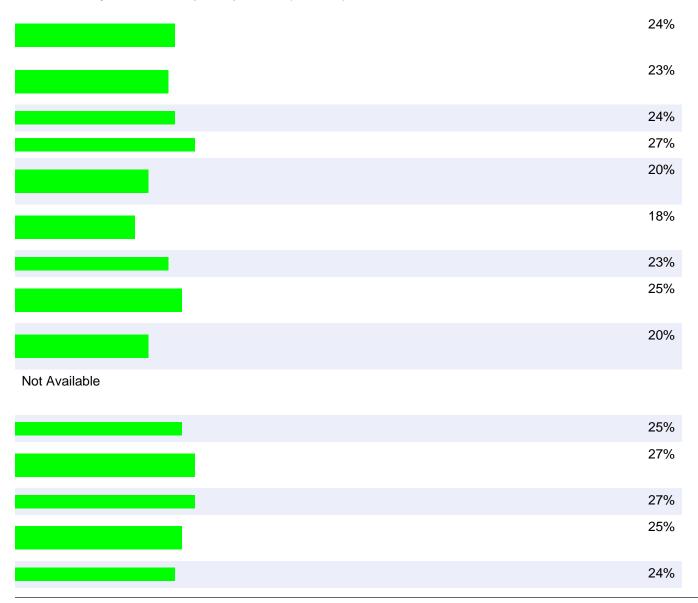
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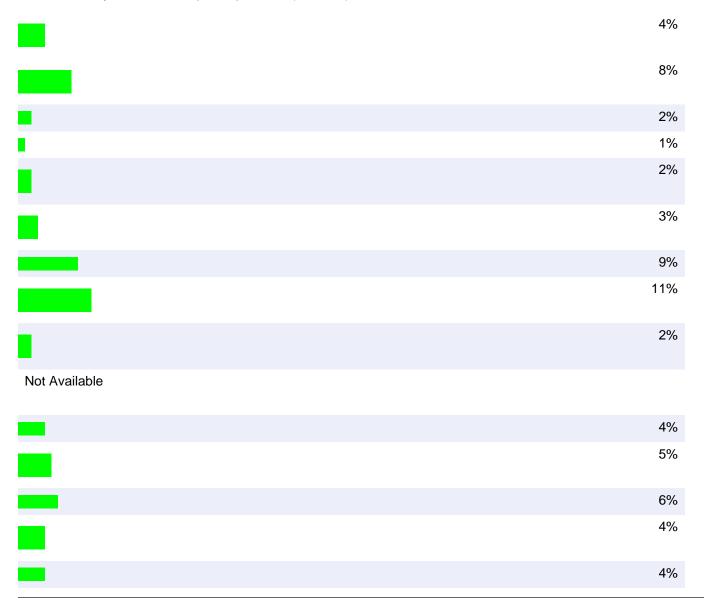
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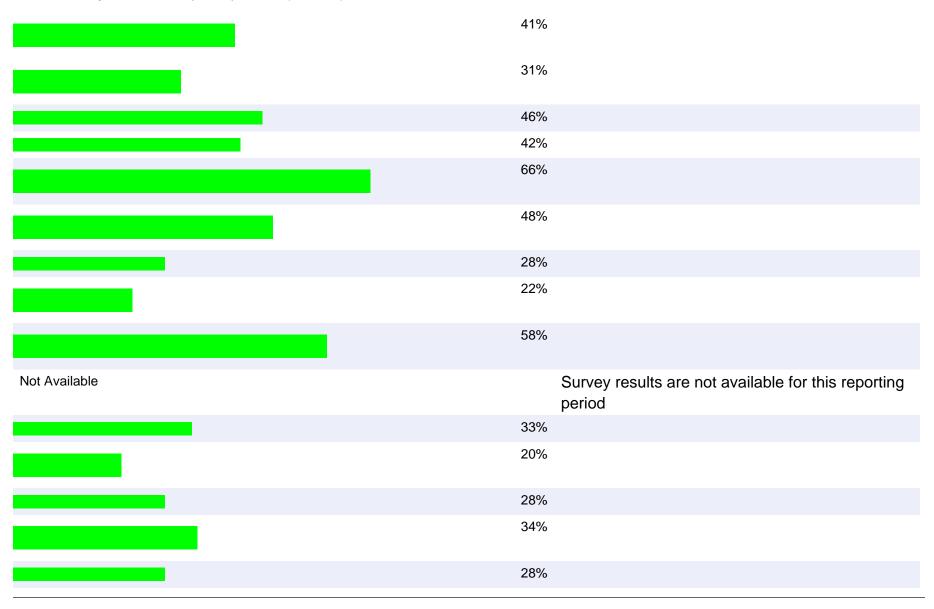
09/04/2012 Page 125 of 192



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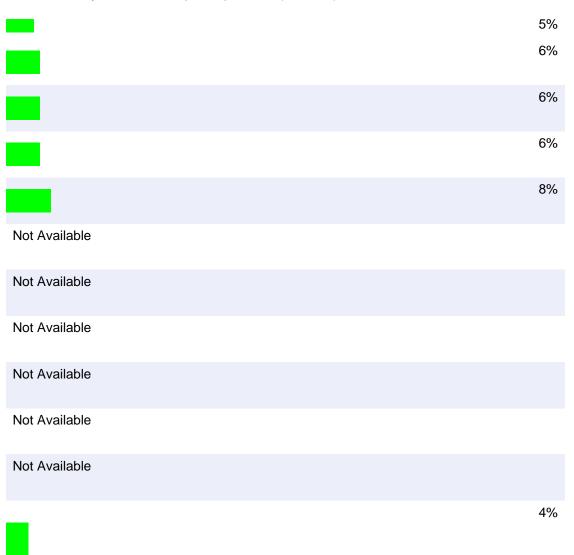
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| 030120 | GILBERT HOSPITAL | MARICOPA |
|--------|--|----------|
| 030121 | MOUNTAIN VISTA MEDICAL CENTER, LP | MARICOPA |
| 030122 | BANNER GATEWAY MEDICAL CENTER | MARICOPA |
| 030123 | SCOTTSDALE HEALTHCARE- THOMPSON PEAK HOSPITAL | MARICOPA |
| 030126 | ARIZONA REGIONAL MEDICAL CENTER | MARICOPA |
| 030130 | BANNER IRONWOOD MEDICAL CENTER | PINAL |
| 030131 | OASIS HOSPITAL | MARICOPA |
| 031300 | WICKENBURG COMMUNITY HOSPITAL | MARICOPA |
| 031301 | BENSON HOSPITAL | COCHISE |
| 031302 | NORTHERN COCHISE COMMUNITY HOSPITAL | COCHISE |
| 031303 | SOUTHEAST ARIZONA MEDICAL CENTER | COCHISE |
| 031304 | PAGE HOSPITAL | COCONINO |

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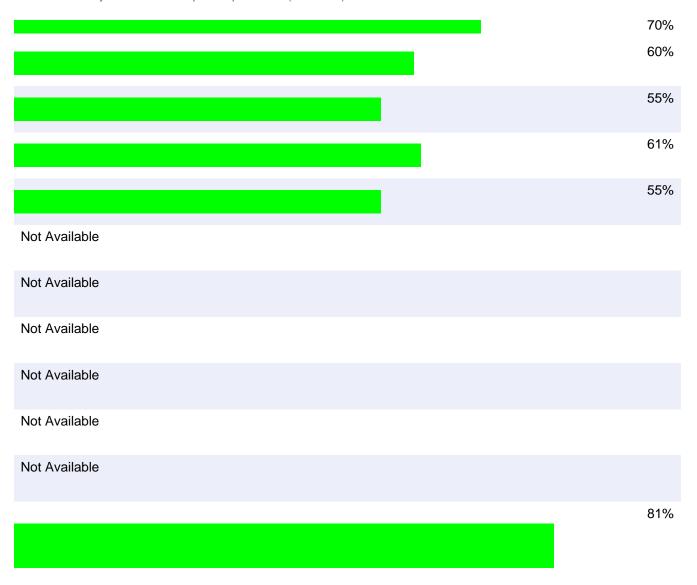
09/04/2012 Page 135 of 192

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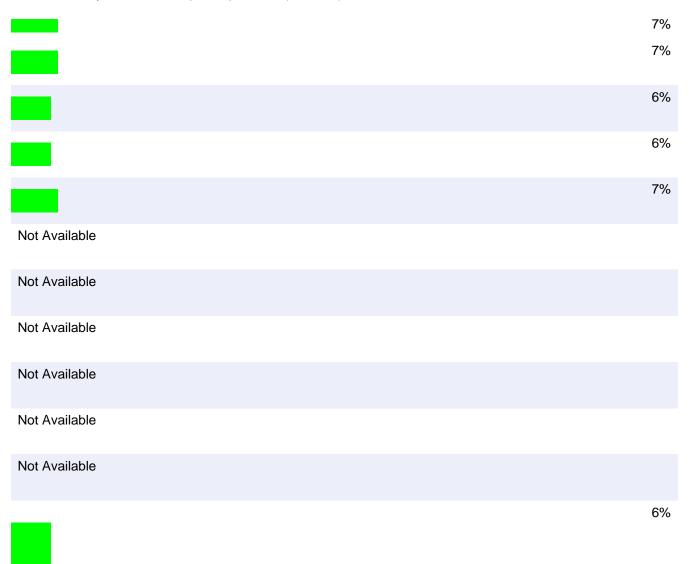
09/04/2012 Page 136 of 192

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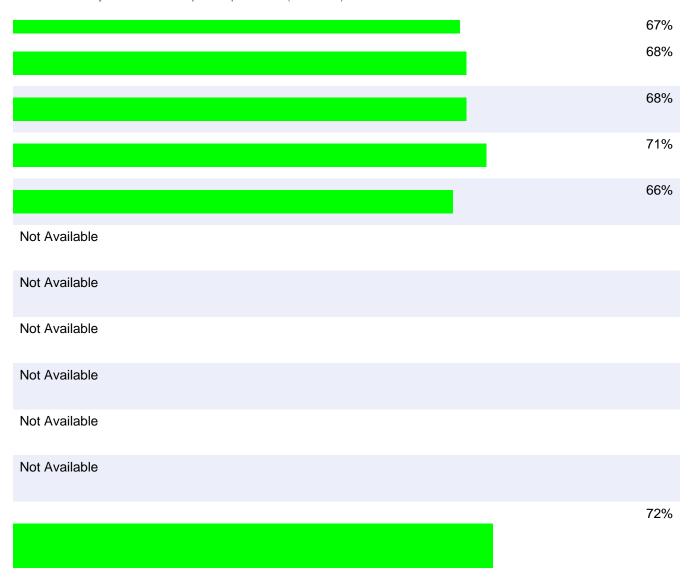
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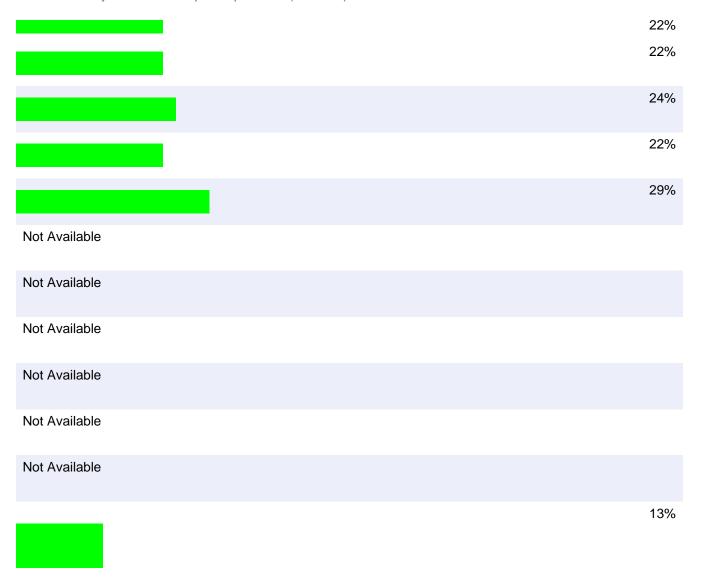
09/04/2012 Page 139 of 192

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09/04/2012 Page 143 of 192



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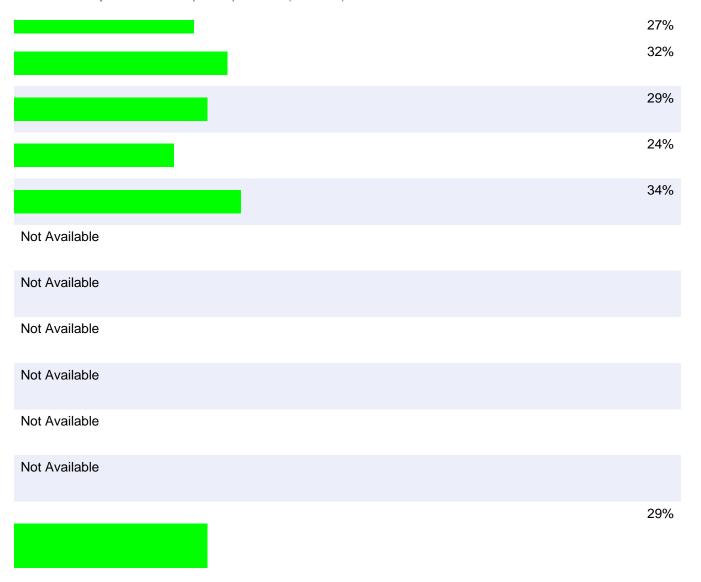
09/04/2012 Page 146 of 192



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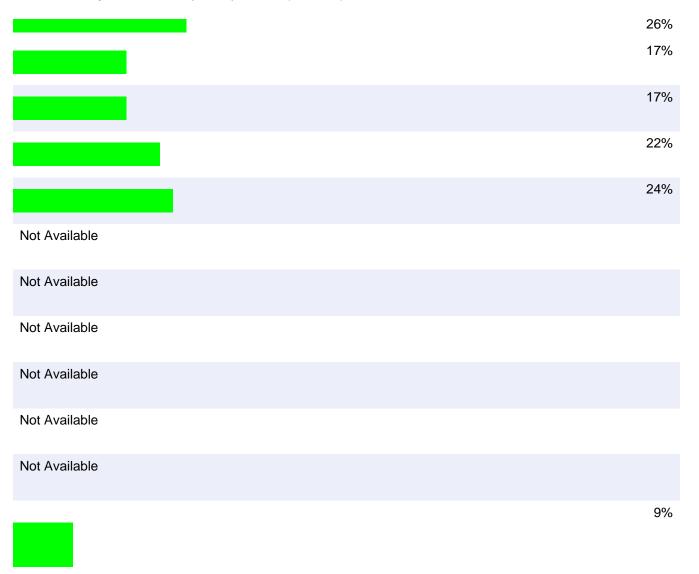
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| 300 or more |
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| Fewer than 100 |

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| | 25% 28% |
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| | 2070 |
| | 29% |
| | 41% |
| | 26% |
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| Not Available | Survey results are not available for this reporting period |
| | 23% Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance |

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| 031305 | HOPI HEALTH CARE CENTER | NAVAJO |
|--------|--|------------|
| 031309 | SAGE MEMORIAL HOSPITAL | APACHE |
| 031311 | LITTLE COLORADO MEDICAL CENTER | NAVAJO |
| 031312 | COPPER QUEEN COMMUNITY HOSPITAL | COCHISE |
| 031313 | CARONDELET HOLY CROSS HOSPITAL | SANTA CRUZ |
| 031314 | COBRE VALLEY REGIONAL MEDICAL CENTER | GILA |
| 031315 | WHITE MOUNTAIN REGIONAL MEDICAL CENTER | APACHE |
| 033302 | PHOENIX CHILDREN'S HOSPITAL | MARICOPA |

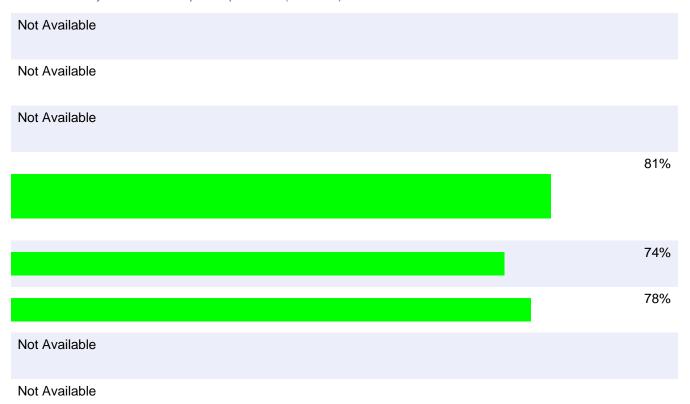
09/04/2012 Page 161 of 192

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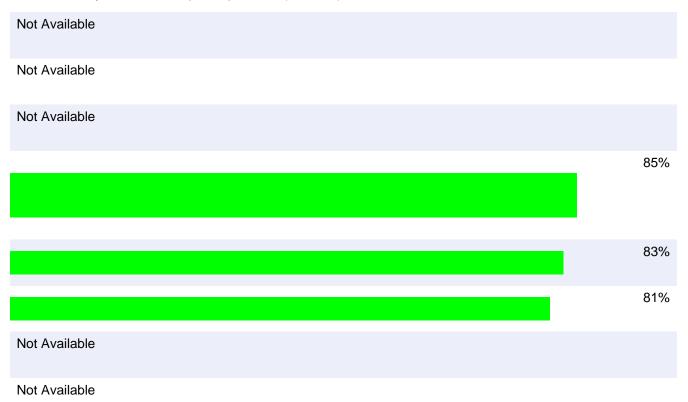
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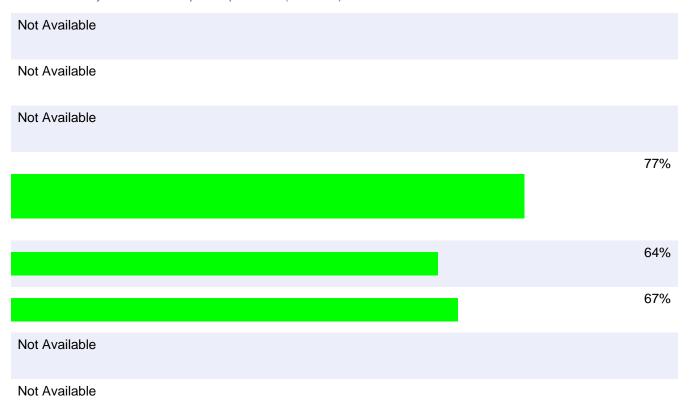
Page 167 of 192 09/04/2012

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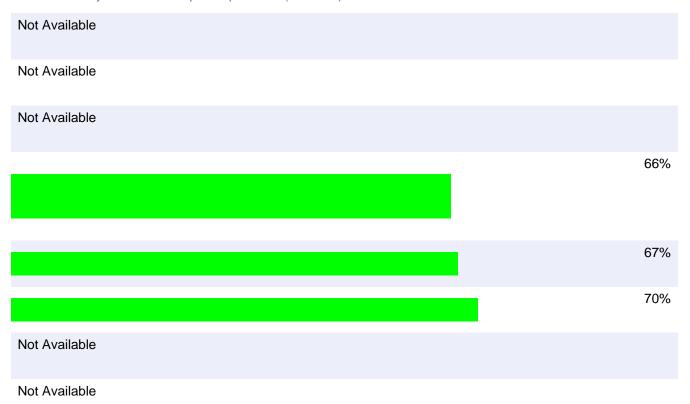
Page 170 of 192 09/04/2012

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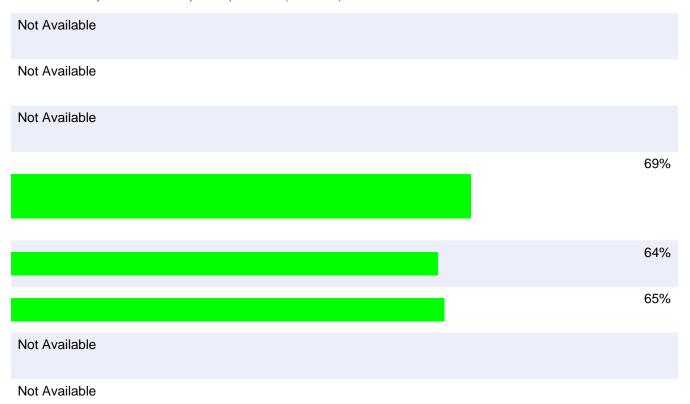
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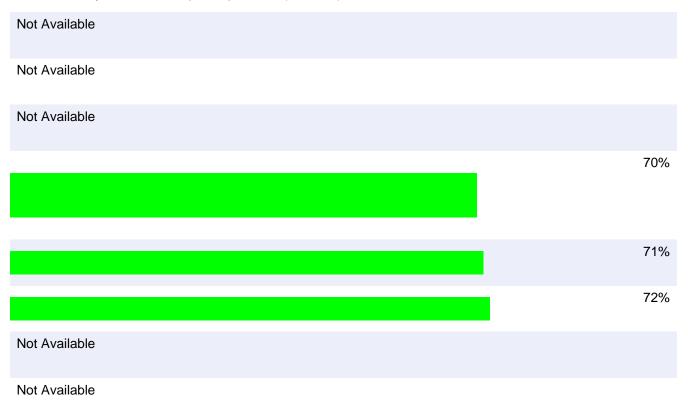
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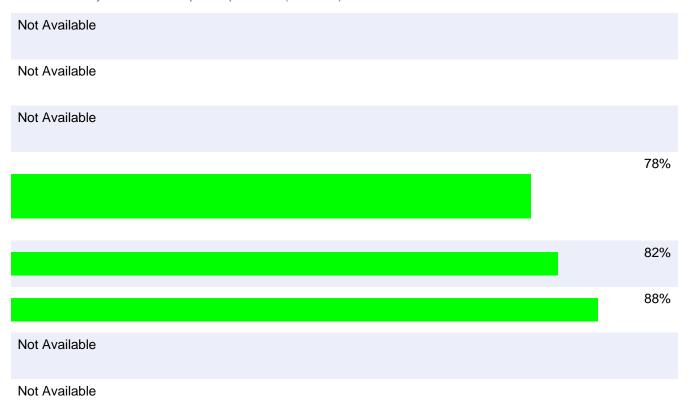
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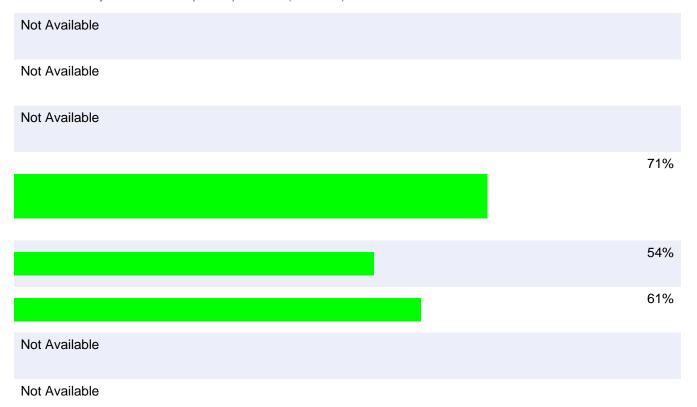
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| Fewer than 100 |
| Between 100 and 299 |
| 300 or more |
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| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| | Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance |
| | 18% |
| | 28% |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |

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